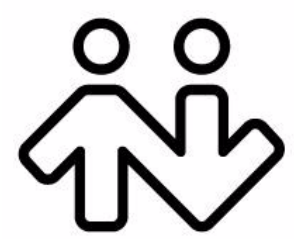

Bria *iPhone Edition* User Guide

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1 About Bria *iPhone Edition*

Bria *iPhone Edition* is a SIP-based phone for the Apple iPhone™ mobile digital device, and iPod touch™ mobile digital device.

With Bria *iPhone Edition* (Bria), you can use the Wi-Fi internet connection on your iPhone, or iPod touch to make and receive calls without using mobile data. In addition, with iPhone (but not with iPod touch), you can use the mobile data connection for phone calls when you are not in a Wi-Fi zone.

Standard Telephone Features

Bria *iPhone Edition* has all the standard telephone features, including:

- Call display and Voicemail Indicator.
- Speakerphone, Mute, and Hold.
- Call history – list of received, missed, and dialed calls.
- Call transfer.
- Audio call record.
- Three-way audio conference.
- Audio codecs G.711, G.722, GSM, iLBC, SILK™, and Opus, with an option to purchase G.729 and AMR-WB codecs.
- Ringtones and contact avatars.
- Support for DTMF: the ability to enter numbers to use with an auto attendant.

Advanced Features

- Video calls. Must be purchased separately as an in-app purchase.
- Presence and Messaging using the XMPP protocol and the SIP SIMPLE protocol. Must be purchased separately as an in-app purchase.
- NAT traversal (STUN and ICE).
- Secure call signaling (TLS).
- Audio encryption (SRTP).
- Quality of Service (QoS).
- DNS SRV record lookups.
- Call quality statistics.
- Application diagnostics (logging and log files uploading).

Accessories

The following accessories are supported:

- Headset with microphone (including Bluetooth™): Bria *iPhone Edition* uses the ear-piece and microphone on the headset.
- Headphones (no microphone): Bria *iPhone Edition* uses the ear-piece on the headphone and the built-in microphone on the device.

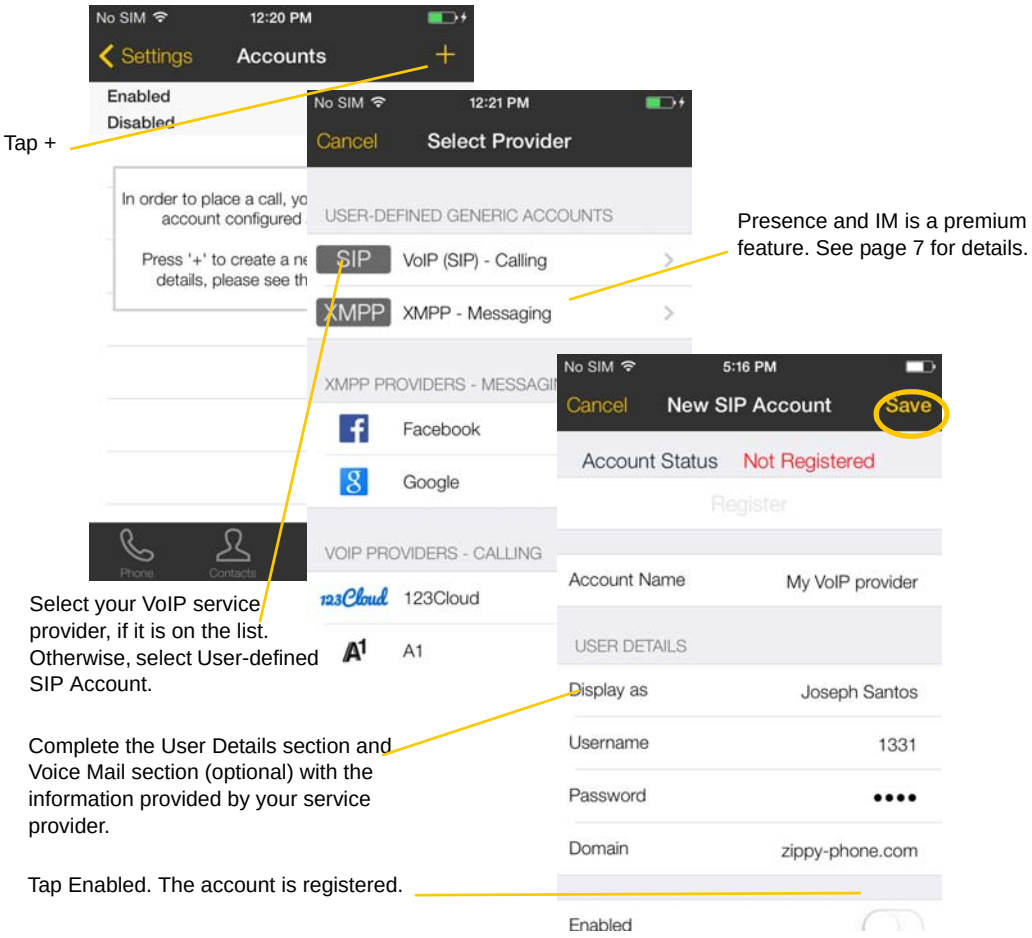
2 Configuring

2.1 Getting Ready

1. Once you have installed Bria *iPhone Edition*, make sure you have set up Wi-Fi and mobile data correctly on your device:
   - Set up Wi-Fi: from the main iPhone screen, tap Settings > Wi-Fi. Turn on the Wi-Fi field. The panel will be populated with access points. Tap to choose an access point and wait for the item to show a checkmark (indicating that you are connected).
   - Set up mobile data (if applicable): from the main iPhone screen, tap Settings > General > Network (or Settings > Cellular on iOS7), and turn on the Cellular Data field.
2. Set up notifications in order to receive notification when Bria is in the background: from the main iPhone screen, tap Settings > Notification Center. Tap Bria and set up the following:
   - Alert Style: Choose how you want to be notified of incoming calls and messages when Bria is in the background. None to receive no notification.
   - Badge App Icon: On to display a number of notifications on the Bria icon.
   - Sounds: On to enable the sound preferences you choose on Bria. Off to disable any sound for notifications while Bria is in the background.
   - Show in Notification center (if desired): On to display Bria notifications in the iPhone's notification center.
   - Show on Lock Screen: On to receive notifications when the iPhone is locked.
3. Obtain the following information from your VoIP service provider:
   - Your username, password and domain.
   - Your auth name (authorization name), if used by your service provider.
   - Your voicemail number, if your service provider provides this service.
4. Tap the Bria icon on the iPhone. Bria launches.
5. When prompted, give Bria permissions to access your contacts and microphone on the iPhone. Without the permissions, the Bria's Contacts tab will be empty and Bria calls will have no audio.

2.2 Setting up Bria

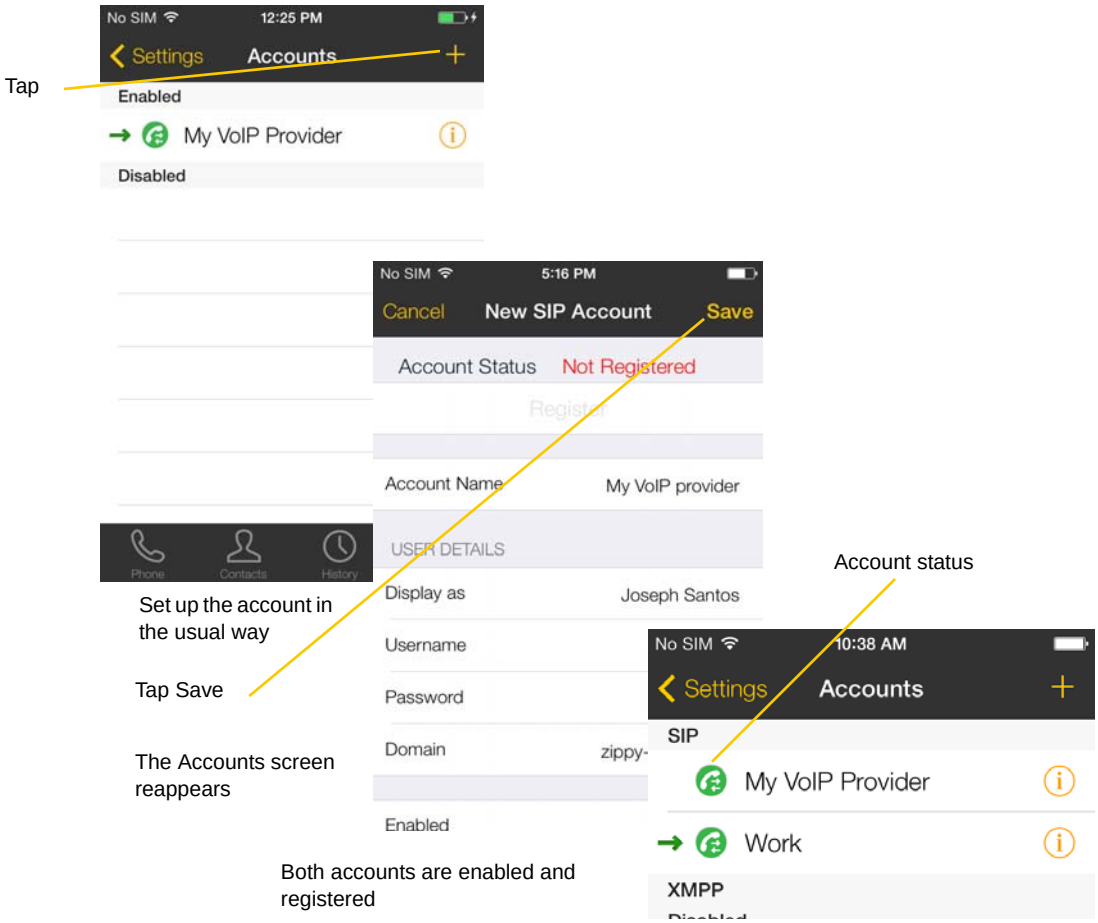
To use Bria as a phone, you need to create a SIP account with the information provided by your VoIP service provider.



When you have successfully registered, tap the Phone tab and try placing a call.

Setting up Multiple Accounts

You can set up more than one account if you have service from more than one VoIP service provider.

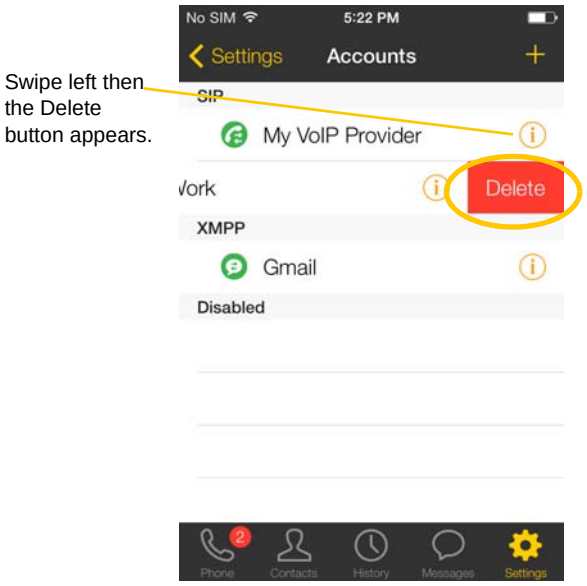


Account Status

Status	Meaning
	The account can be used to make and receive phone calls; see page 16.
	The account can only be used to make phone calls; see page 16.
	The account is disabled. You can open the account and enable it; it will then automatically register.
	Account is enabled but it is not registered. To register, open the account and tap Register. If you do not want to use an account, you should disable it (rather than unregistering). If you leave the account unregistered (instead of disabled) it will automatically register next time you start Bria.
→	The primary account. This account will be used for outgoing calls unless you select a different account when placing a particular call. See page 16.

Deleting an Account

To delete an account, go to the Accounts list and swipe left on the account. The Delete button appears. Tap Delete. (This swipe action is a standard Apple action for revealing the Delete button for any item.)



2.3 Setting up Presence and Instant Messaging

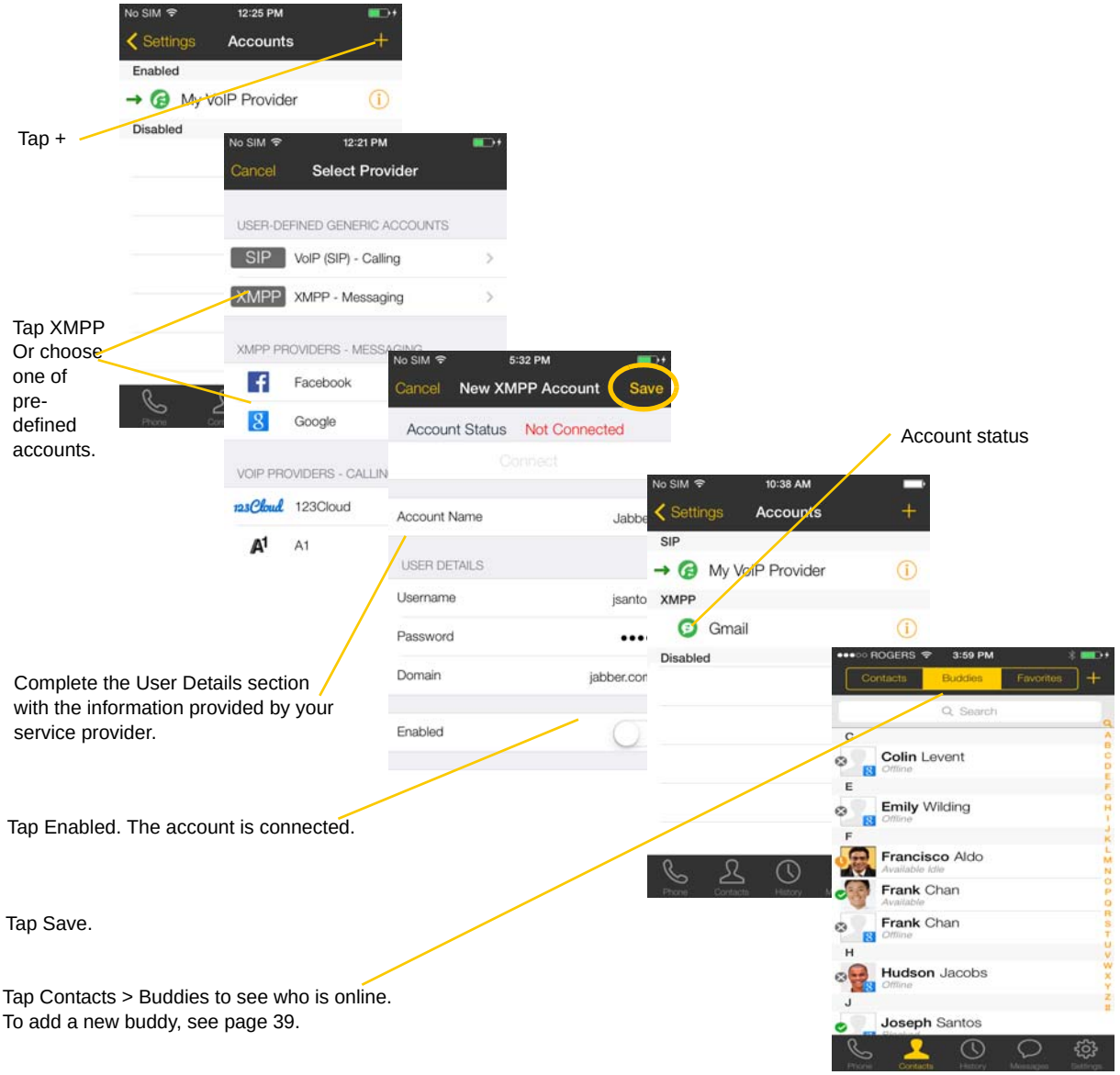
Presence and Messaging is a premium feature available as an in-app purchase. With Presence and Messaging, you can share online status with your buddies (such as Available, Away, On the phone), and exchange instant messages with them.

Bria supports the XMPP protocol and the SIP SIMPLE protocol. You can create an XMPP account on Bria with your Gmail or Facebook credentials to communicate with your buddies. To use a SIP account for Presence and Messaging, make sure your VoIP service provider supports this service for SIP SIMPLE. Texting (sending SMS) to PSTN phone numbers is also available if your VoIP service provider supports this service.

To use the Presence and Instant Messaging feature for XMPP and/or SIP SIMPLE, you need to purchase the feature from the App Store. To do so, go to Settings > Premium Features, and follow the prompt (see page 61 for details). After the purchase, the IM tab appears at the bottom of Bria Then follow the steps below, depending on the protocol you want to use.

For XMPP

To use the Presence and Messaging feature for XMPP, you need to create an XMPP account with the credentials such as Gmail or Facebook. As soon as your account is connected to an XMPP server, your buddies appear on your Buddies list.



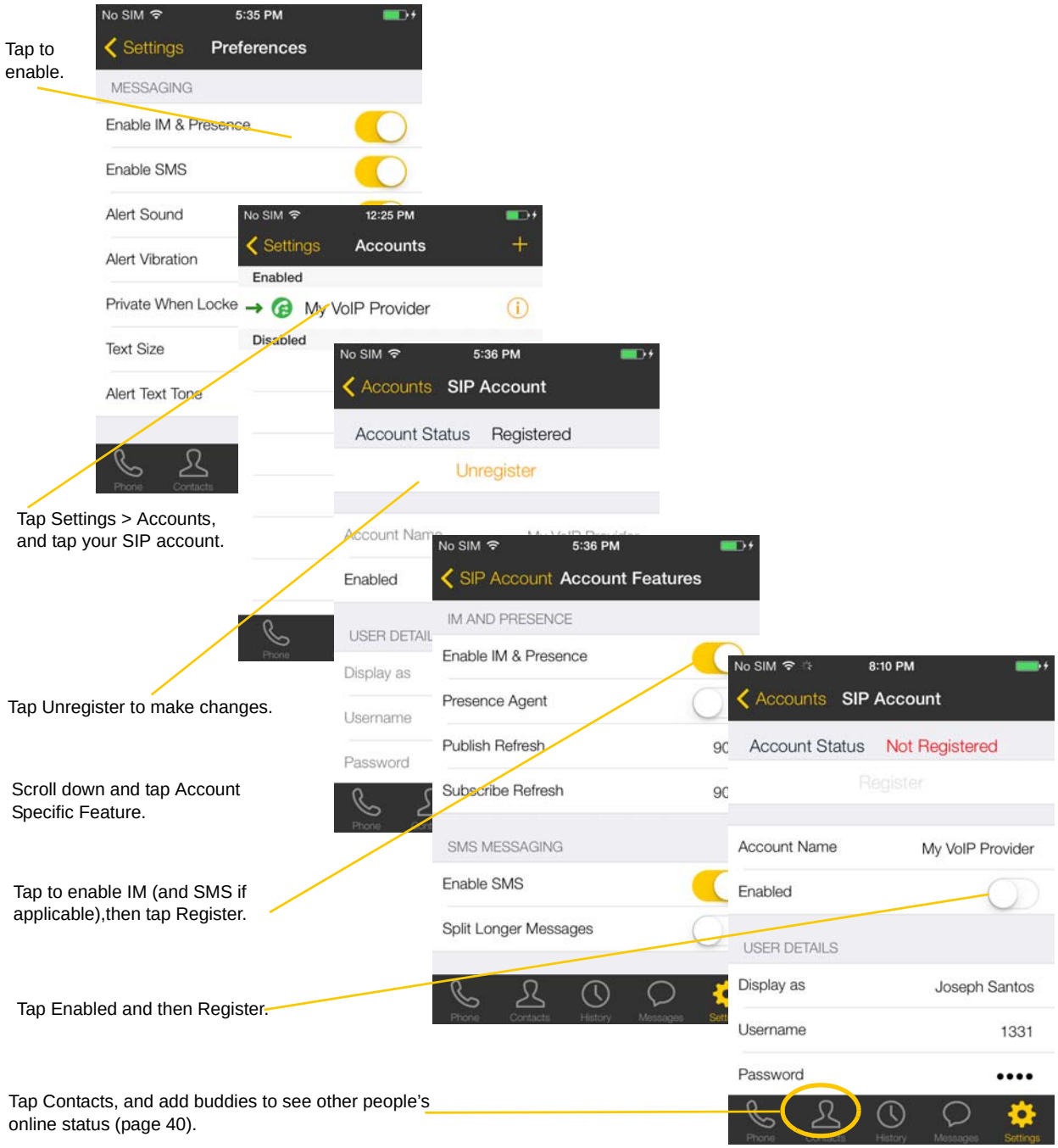
Account Status

Status	Meaning
	The account is connected to an XMPP server, and can be used to send and receive instant messages; see page 31.
	The account is disabled. You can open the account and enable it; it will then automatically connect.
	The account is enabled but it is not connected. To connect, open the account and tap Connect. If you do not want to use an account, you should disable it (rather than disconnecting). If you leave the account disconnected (instead of disabled) it will automatically connect next time you start Bria.

For SIP SIMPLE

To use the Presence and Messaging feature for SIP SIMPLE, you need to change the setting on your SIP account. Then add a new buddy to see other people's presence (see page 39). If you are new to Bria and have not set up your SIP account for making phone calls yet, it will be easier to set up Bria as a phone first (see page 4), then follow the steps below.

Tap Settings > Preferences.



2.4 Working with Contacts

Bria uses contacts saved on your device. Bria's contacts are continually synchronized with your native contacts; adding, modifying or deleting a contact from one list updates the other list.

On iOS, you can set up multiple sources for contacts (for example, iCloud, Gmail, Exchange, Facebook) and merge all into the native contact app. If you do this, you can access all contacts on Bria as well.

Updating Unified Contacts

When multiple entries are merged as one entry on iOS, modifying a contact within Bria updates all the contact sources. For example, if you have set up the contacts from iCloud, Gmail, and Exchange and link three entries as one entry on iOS, you will see one single contact on Bria, with unified information from three sources. Editing this contact on Bria updates all three sources of iCloud, Gmail, and Exchange. If you want to update only one source (such as iCloud), use the native Contacts app.

Favorites

You can choose a contact as your favorite for quick access to dial and send SMS. To add a favorite, tap Contacts > Favorites, then tap +.

Facebook Contacts

If a Facebook account is connected on the device, Bria shows the most recent post of your Facebook friends on the Contact details page.

The following shows how to merge Facebook contacts and view the posts of your friends on Bria.

Go to iOS Settings > Facebook.

Enter your credentials.

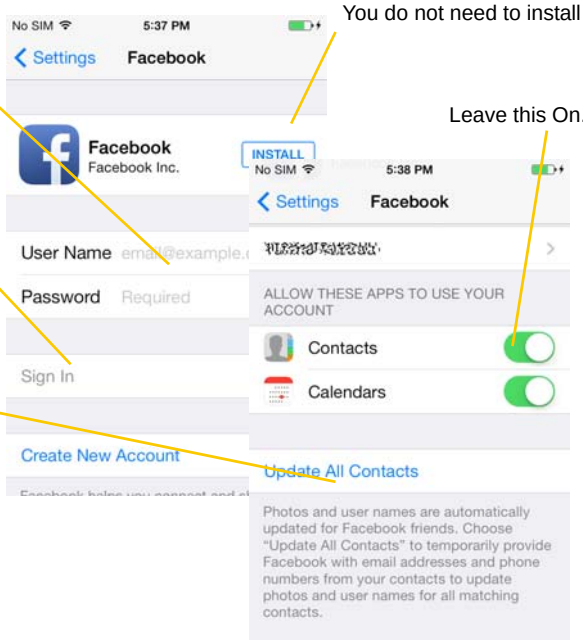
Tap to sign in.

Follow the prompt.

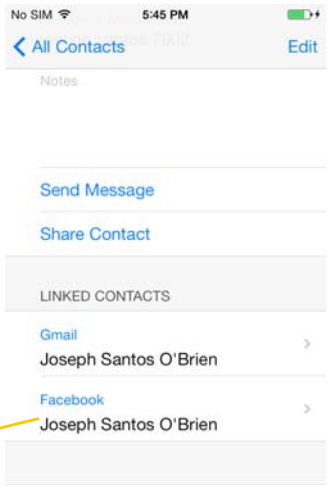
Tap to add Facebook Contacts to your device.

You do not need to install the Facebook app.

Leave this On.

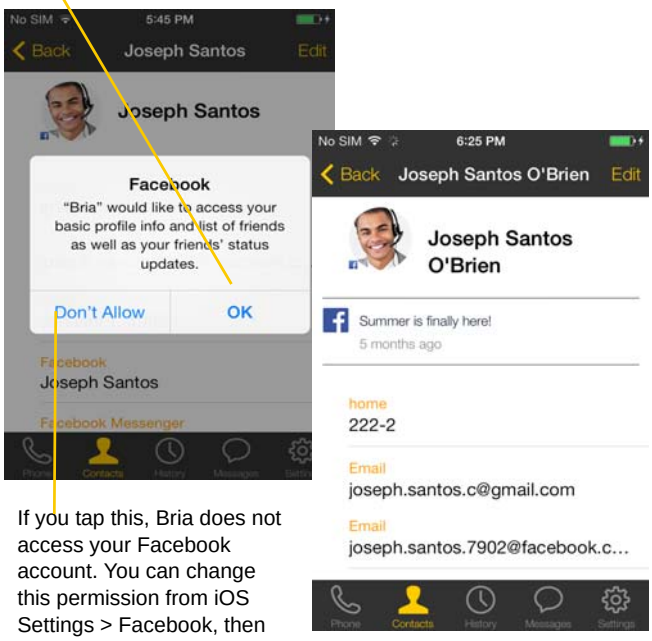

No SIM 5:37 PM
Settings Facebook
Facebook
Facebook Inc.
INSTALL
User Name
Password Required
Sign In
Create New Account
No SIM 5:38 PM
Settings Facebook
ALLOW THESE APPS TO USE YOUR ACCOUNT
Contacts
Calendars
Update All Contacts
Photos and user names are automatically updated for Facebook friends. Choose "Update All Contacts" to temporarily provide Facebook with email addresses and phone numbers from your contacts to update photos and user names for all matching contacts.

The entries with the same name will be merged into one entry.



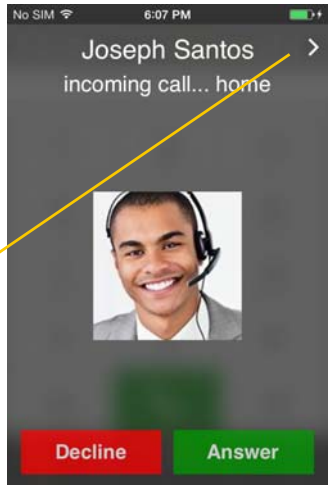
All information coming from Facebook will be read-only.

Start Bria, and go to the Contacts tab. You will see your Facebook friends. Tap one of them, then Bria accesses your Facebook account to retrieve the most recent post of this friend. Tap OK to allow.



If you tap this, Bria does not access your Facebook account. You can change this permission from iOS Settings > Facebook, then turn on/off for Bria.

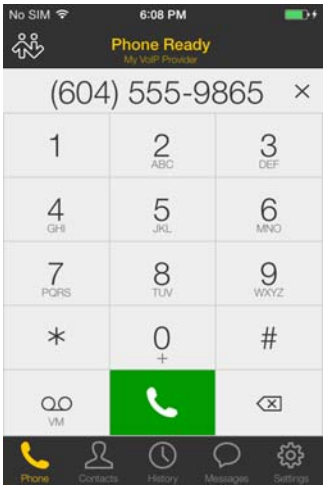
Tapping the arrow takes you to the contact details page (shown on the left) and updates the friend's status message.



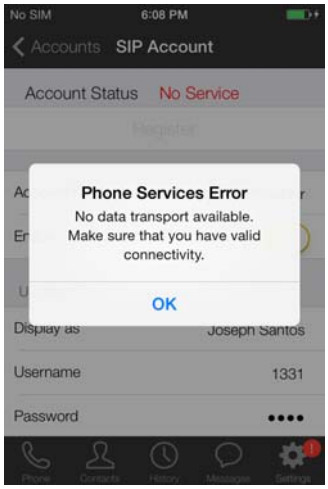
3 Making Phone Calls

3.1 Starting and Quitting Bria

Start Bria. After a few seconds, the message “Phone Ready” appears. Bria is ready.



“No Service“ means that the device does not have Wi-FI or mobile data network, or that Bria is not allowed to use data for SIP. Go to Settings > Preferences to allow Bria to use data.
“No Registration“ means that the SIP account is not registered/enabled. Go to Settings > Accounts and enable the account.



This message appears if you did not enable mobile data (3G/4G) and you do not have a Wi-Fi connection. Use of moble data is optional; to turn it on go to Settings > Preferences.

Quitting

1. Press the Home button twice on the iPhone. The list of active applications appears.
2. On iOS7: Swipe up the preview screen of Bria. Bria is removed from the list.

   On iOS6 or older: Long-tap the Bria icon until the red icon appears. Tap the red icon to close the application.

3.2 Interaction between Bria and Native Phone

Placing Calls

- You can place a Bria call so long as you are not already on a native call or not already on two Bria calls.
- You can place a native call regardless of the state of Bria.

Incoming Calls

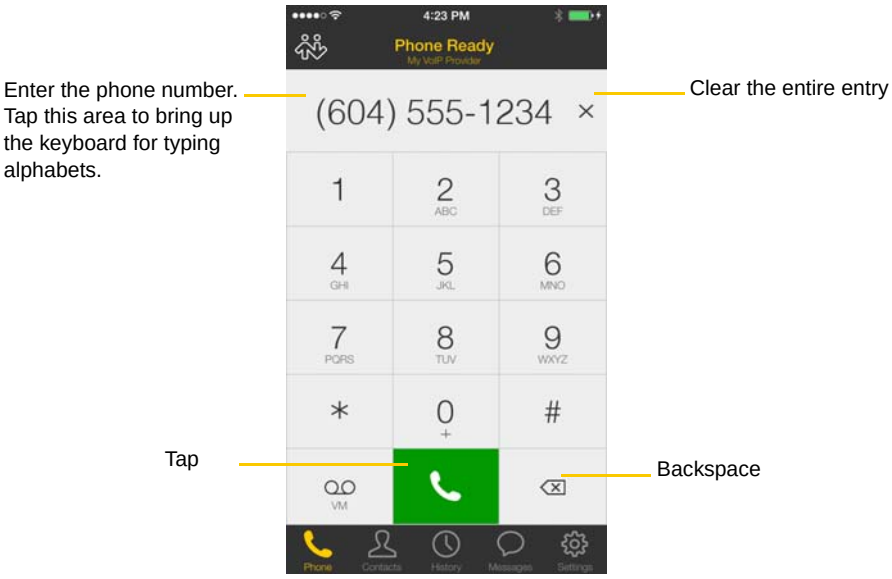
- An incoming Bria call rings on your phone unless you are on a native call or you are already on two Bria calls. In both these cases, the new incoming call will go to Bria voicemail instead.
- Incoming native calls: Being on a Bria call has no impact on your native phone: native calls will be received in the usual way. Therefore, you should be prepared to accept or decline a native call.

Established Calls

- If you already have an existing Bria call and you receive an incoming native call, you will not be able to hear the other party on the existing Bria call until you answer or decline the incoming native call.
- If you accept an incoming native call, any live Bria call goes on hold. You will not be able to take the Bria call off hold until you end the native call.
- You can have up to two Bria calls established at the same time and switch between them.

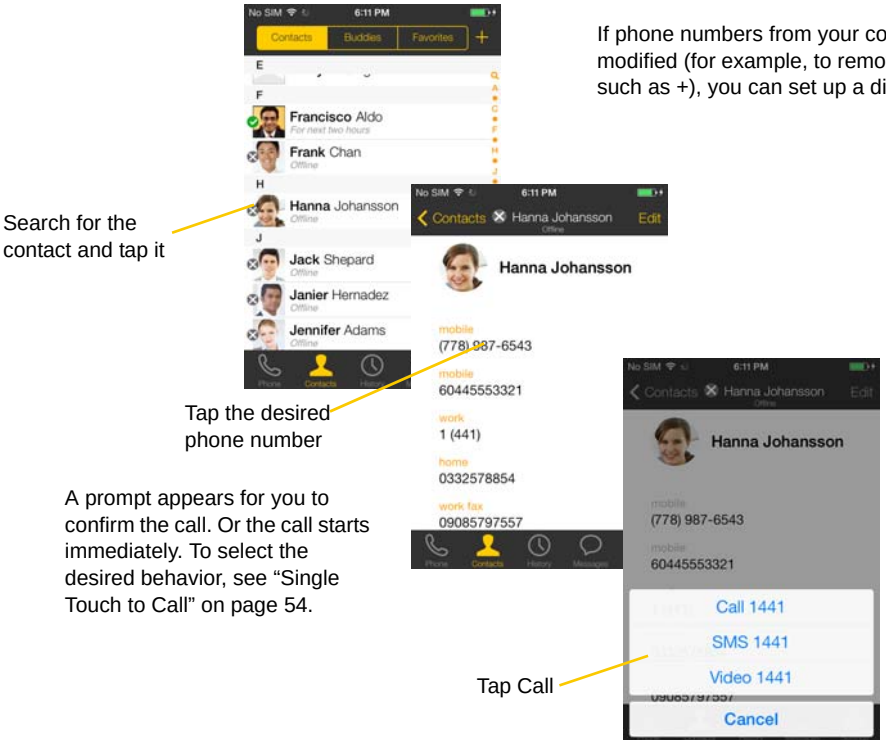
3.3 Placing a Call

Using the Dialpad



From the iPhone Contact List

Tap the Contacts tab at the bottom of the screen

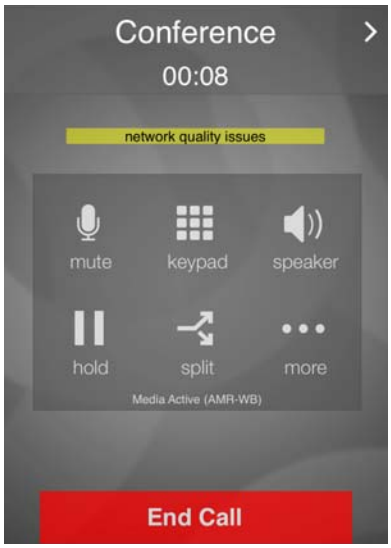


If phone numbers from your contact list need to be modified (for example, to remove extra characters such as +), you can set up a dial plan. See page 67.

A prompt appears for you to confirm the call. Or the call starts immediately. To select the desired behavior, see “Single Touch to Call” on page 54.

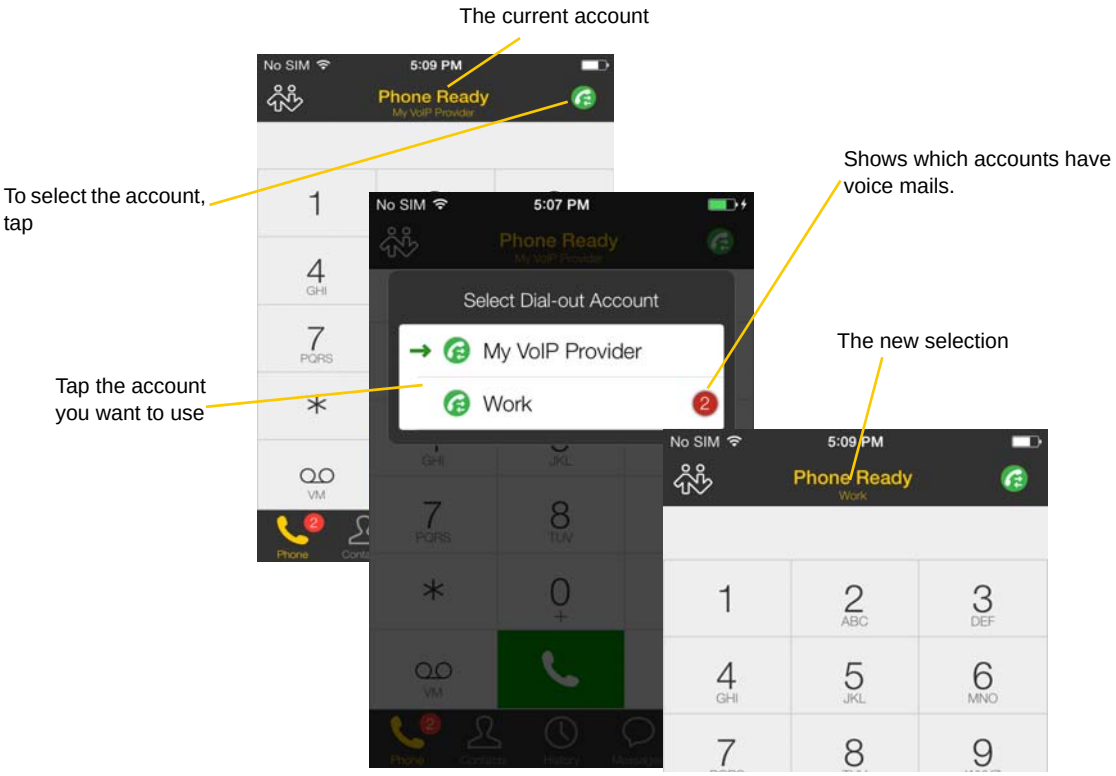
The "network quality issues" Message

This message appears if there is network congestion or a poor quality Wi-Fi signal. Try moving closer to your Wi-Fi access point.



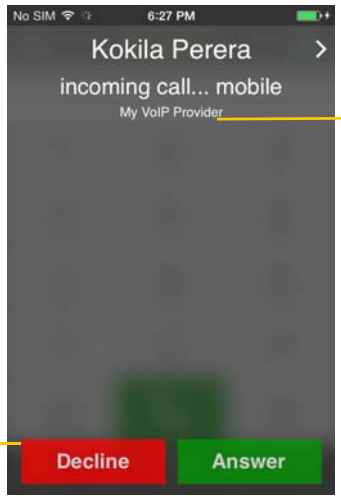
Making a Call from another Account

If you have more than one account enabled, you can change the account to use on a given phone call.



3.4 Handling Incoming Calls

When Bria Is in the Foreground



This is the account number; it appears only if you have more than one account enabled (page 5). It tells you which account the call is coming in on

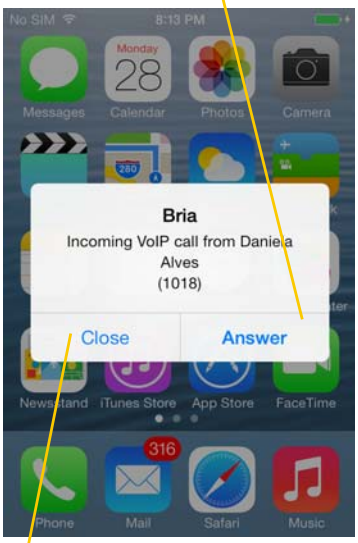
Tap Decline or Answer

When Bria Is in the Background

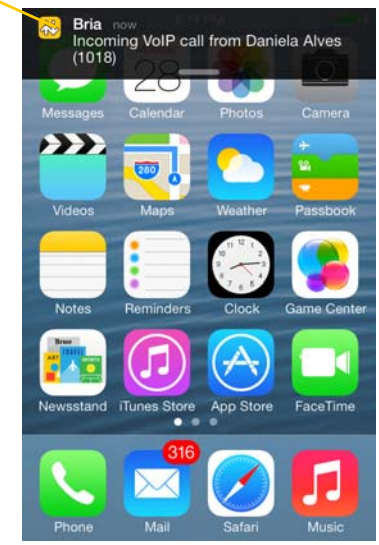
You will get a notification for an incoming call. Make sure you set the Alert style to Alerts or Banners by tapping the Home button > Settings > Notification Center > Bria.

Tap to answer a call.

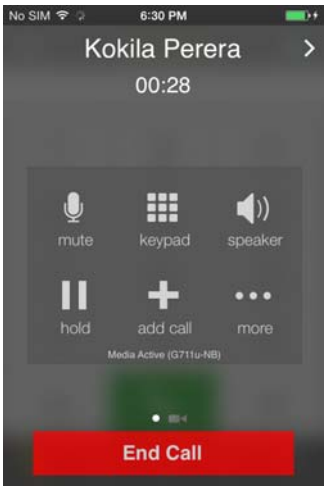
Alert style



Banner style

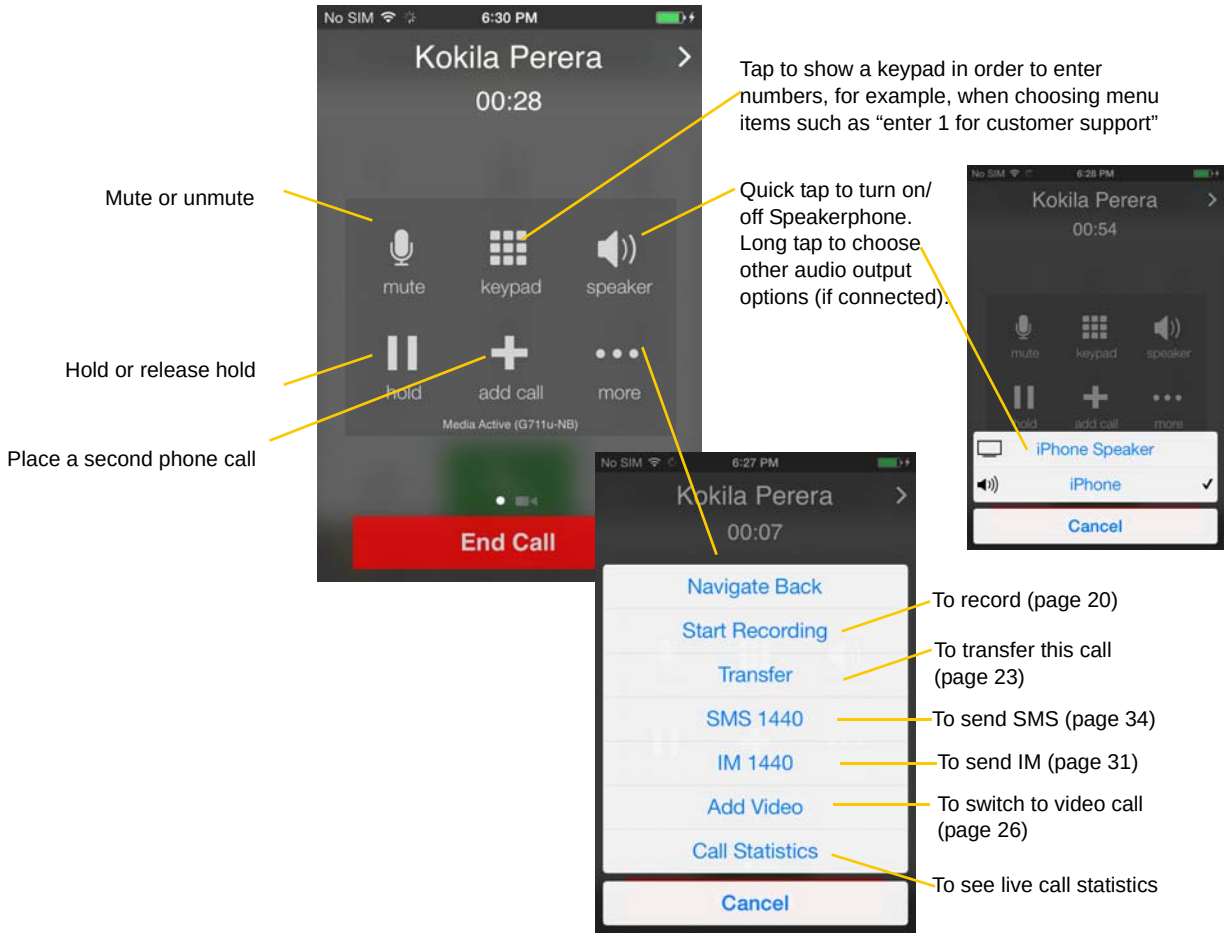


The call starts immediately.
You can change this behavior; see "Alert Answer" on page 54.



If you tap Close, the incoming call will continue to ring until your voicemail picks it up or the other person hangs up.

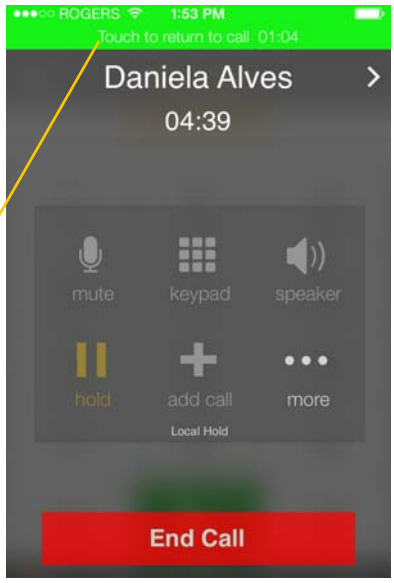
3.5 Handling One Established Call

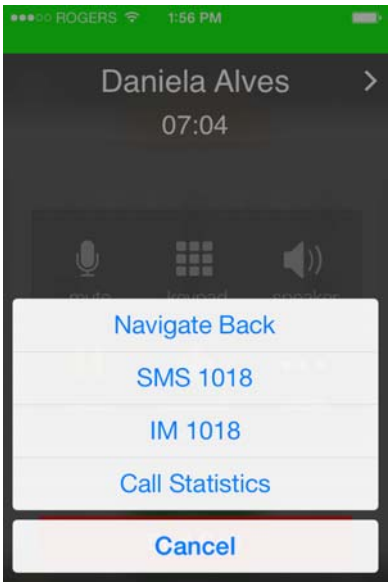


Handling a Bria Call and a Native Call

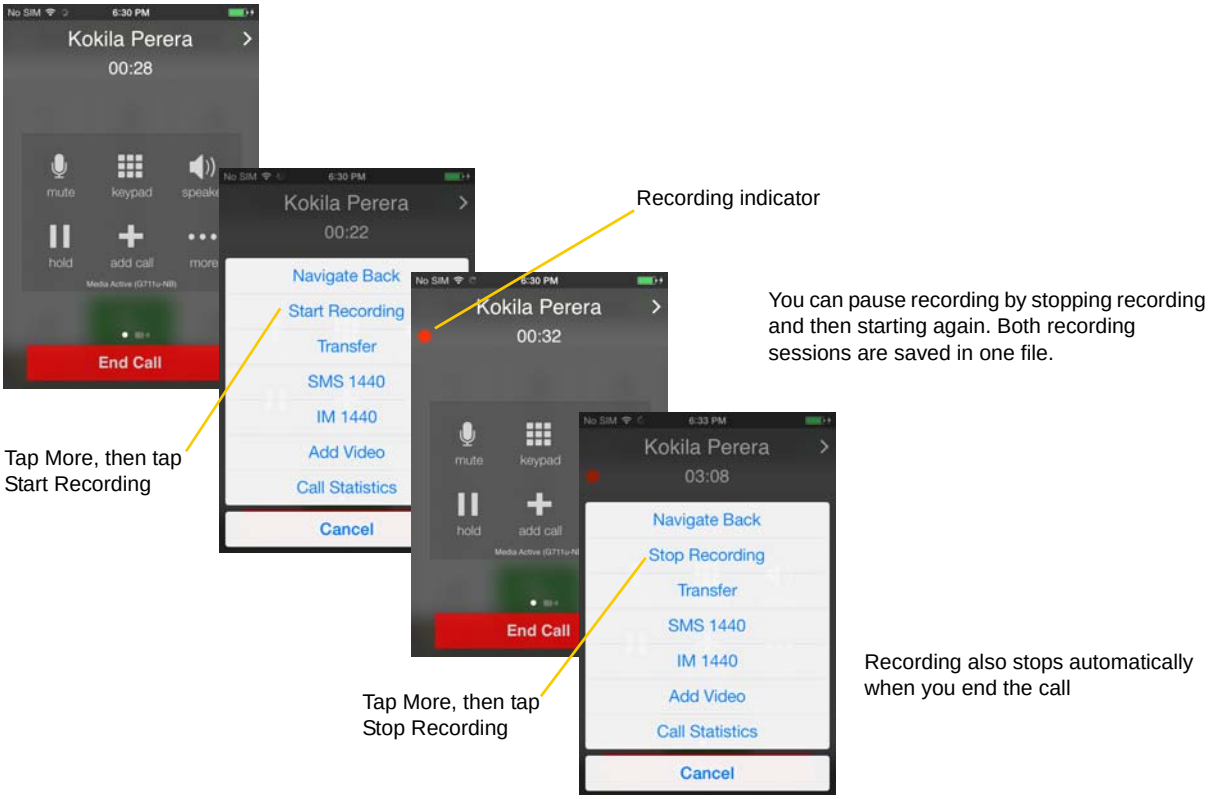
While you have an active native call, the existing Bria call remains on hold.

Tap to return to the native call.

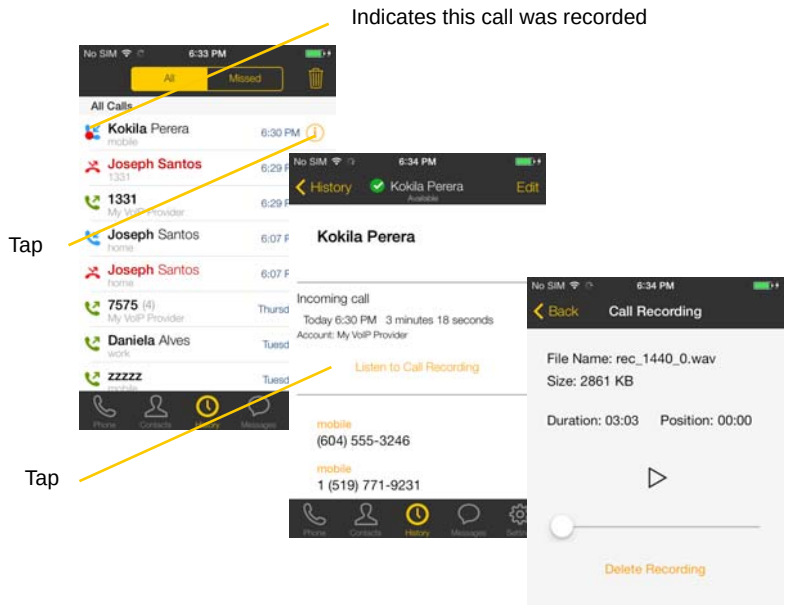




3.6 Recording Calls



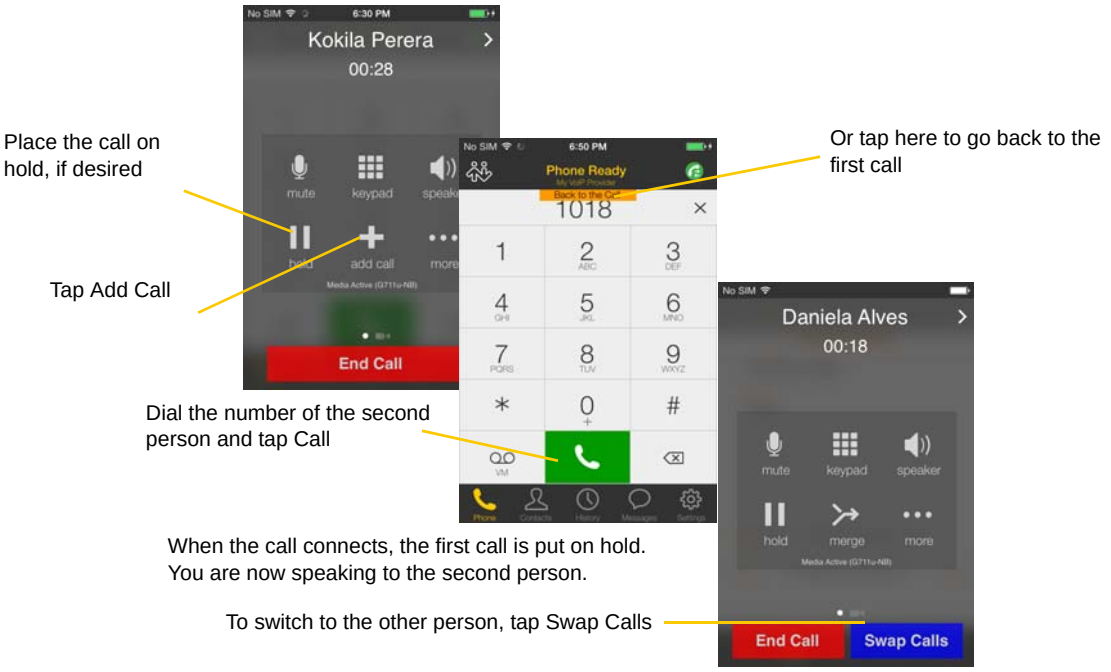
Listen to the recording on the History screen.



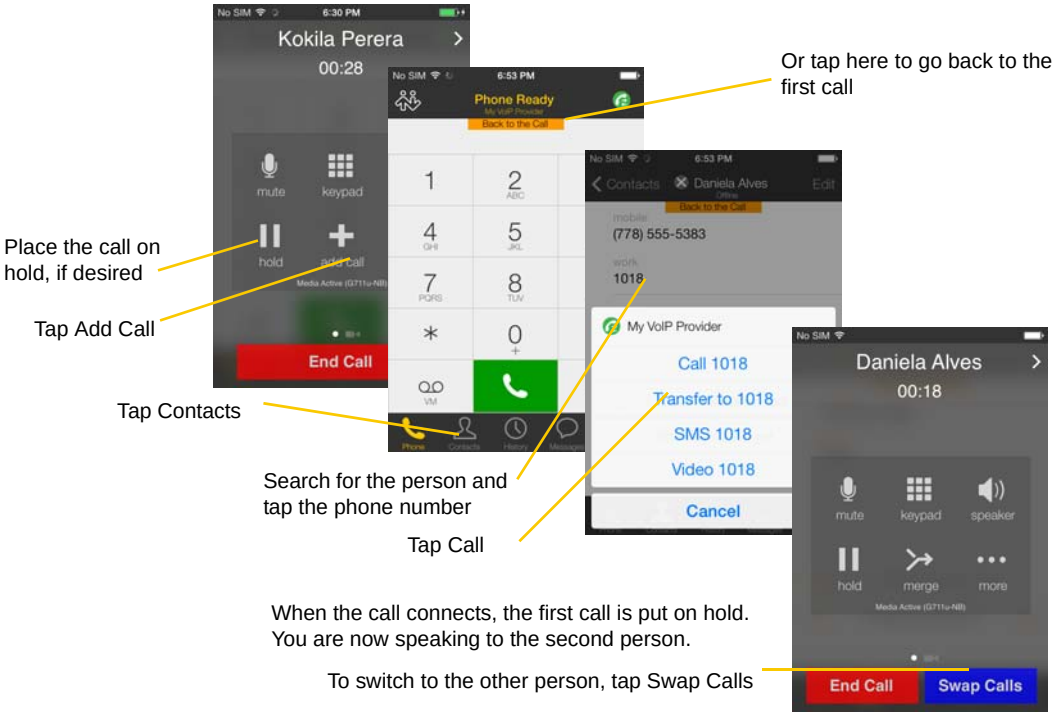
You can also manage the recording in iTunes®. Select your device, click the Apps tab at the top of the screen, scroll down to file sharing, then click the Bria icon in the Apps panel. The recordings appear in the Bria Documents panel.

3.7 Placing a Second Bria Call

Using the Dialpad

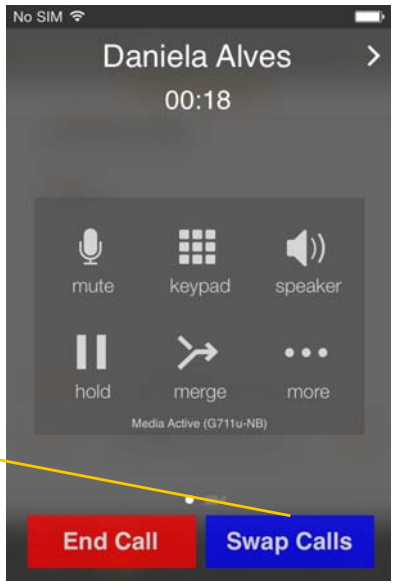


From the iPhone Contact List



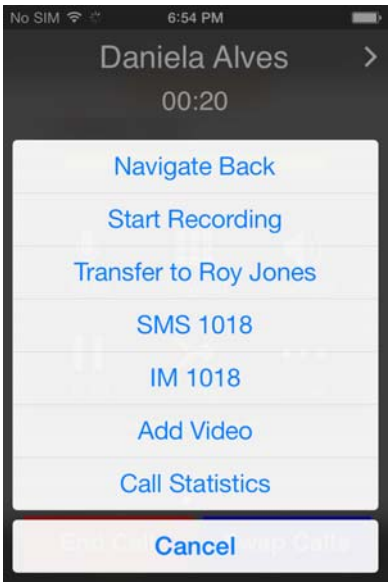
3.8 Handling Two Established Calls

Handling Two Bria Calls



To switch to the other person, tap Swap Calls

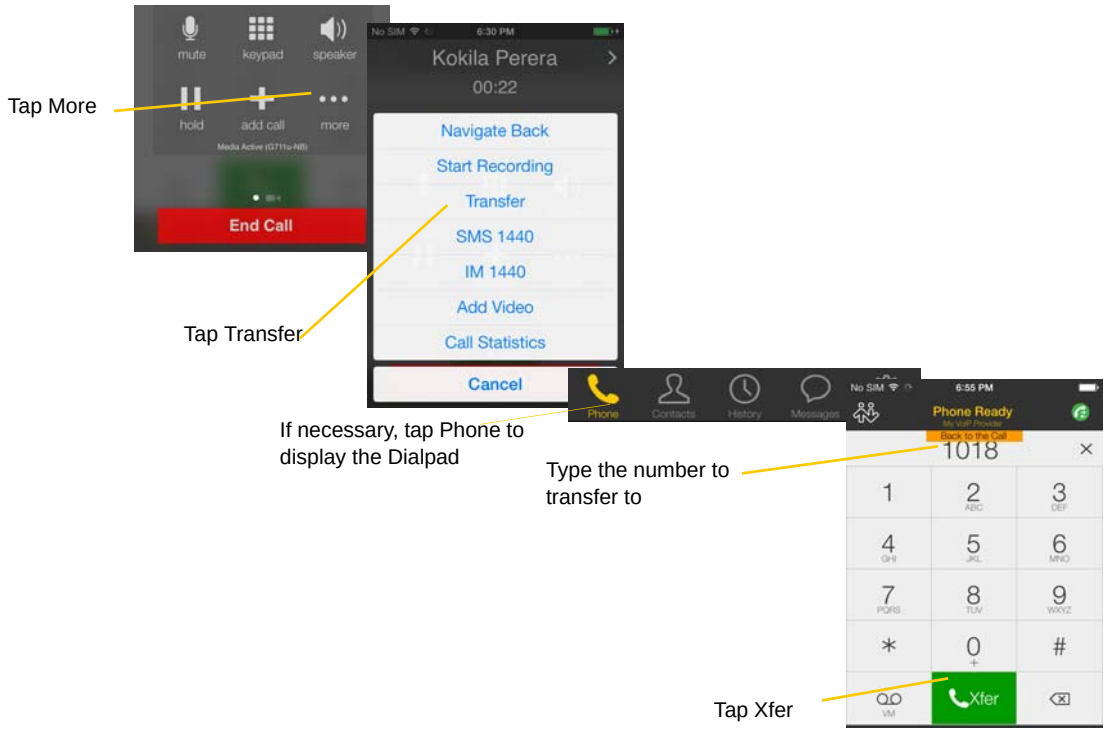
Tapping more



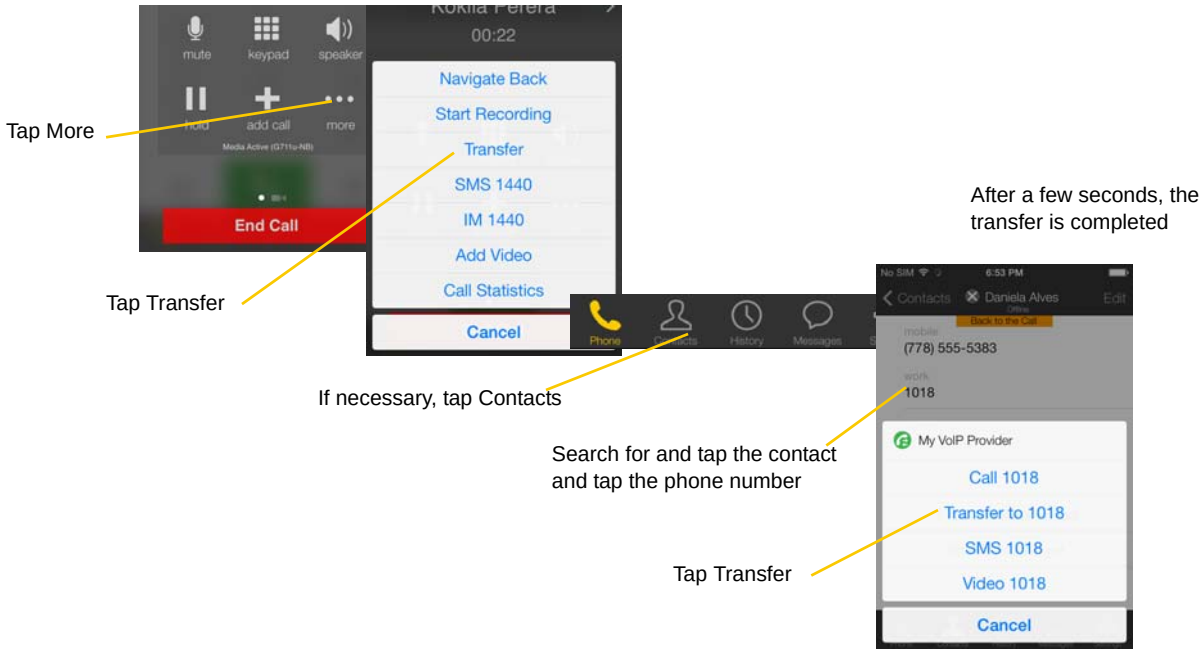
3.9 Unattended (Blind) Transfer

You can transfer the current Bria call to a second person without first talking to that second person.

Using the Dialpad

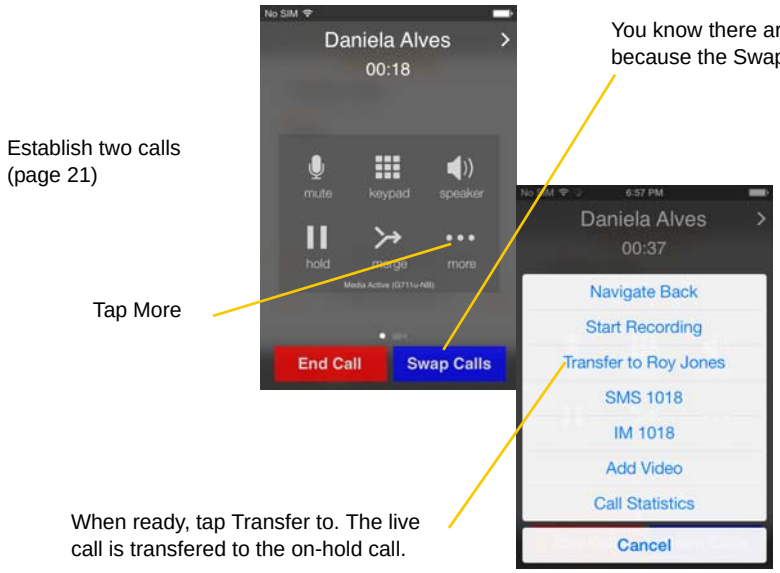


By Selecting a Contact



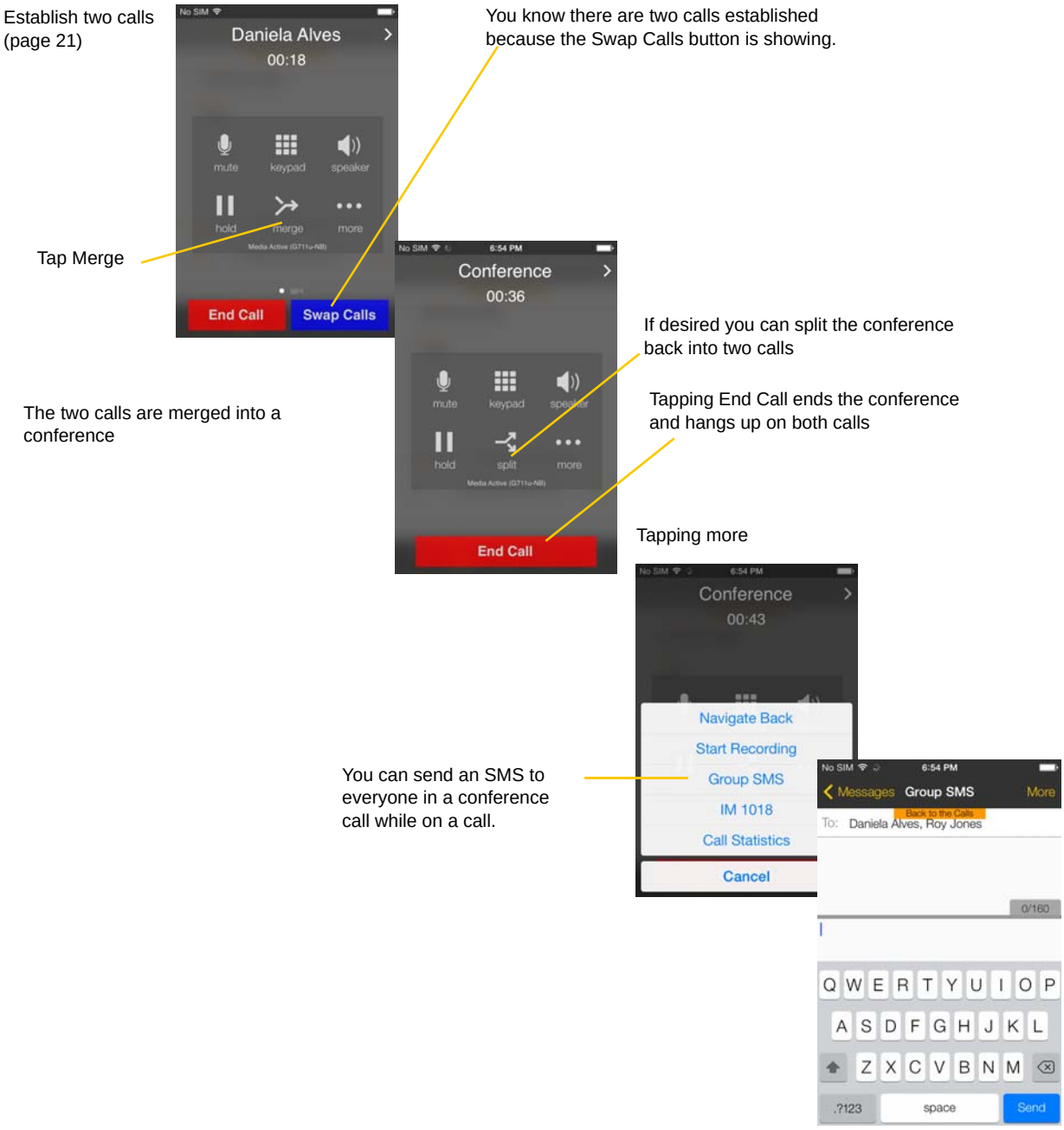
3.10 Attended Transfer

You can speak to the second person first then transfer the first person to them.



3.11 Conference Call

When you have two Bria calls established, you can merge the calls into a three-way conference call.

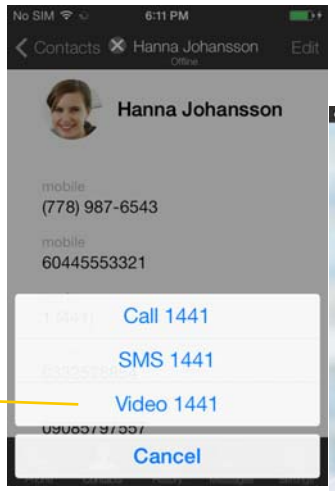


3.12 Handling Video Calls

To use video on Bria, the Video Calls premium feature must be purchased (see page 61).

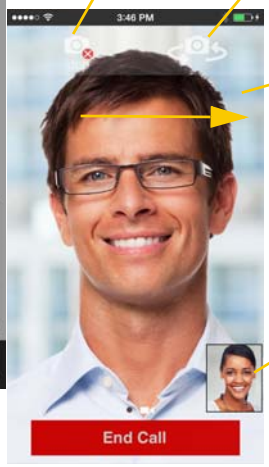
Placing a Video Call

Go to Contacts, and tap a softphone number.



Tap Video.

Bria starts sending your video as soon as the other party accepts your video call.



Tap to stop sending your video.

Tap to switch to a rear camera.

To hold, mute, or transfer, swipe the screen to the right.

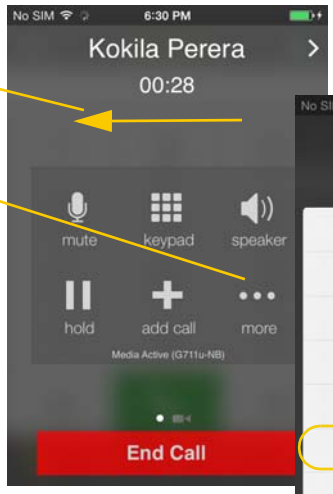
You

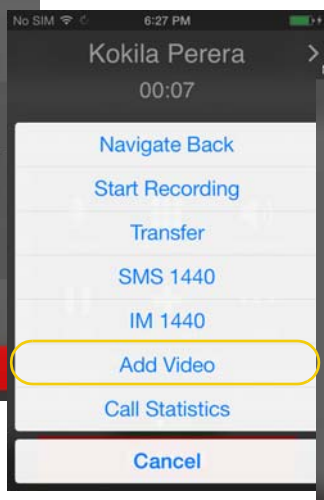
Adding Video during an Audio Call

When you place a call using Dialpad, Bria makes an audio call. You can add video to the audio call .

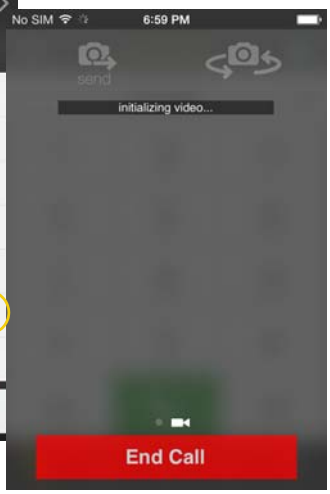
During a call, swipe the screen to the left.

Or, tap more, then Add Video.





Bria starts initializing video.
You will see the other party's video after they add video on their end.



Receiving a Video Call

When the other party places a video call, you will see their video on Bria after you answer the call.

- You can start sending your video if desired by tapping the Send icon.
- If you do not want to receive the other party's video during a call, swipe the screen to the right, and tap more > Remove Video. The call will be switched to an audio call.

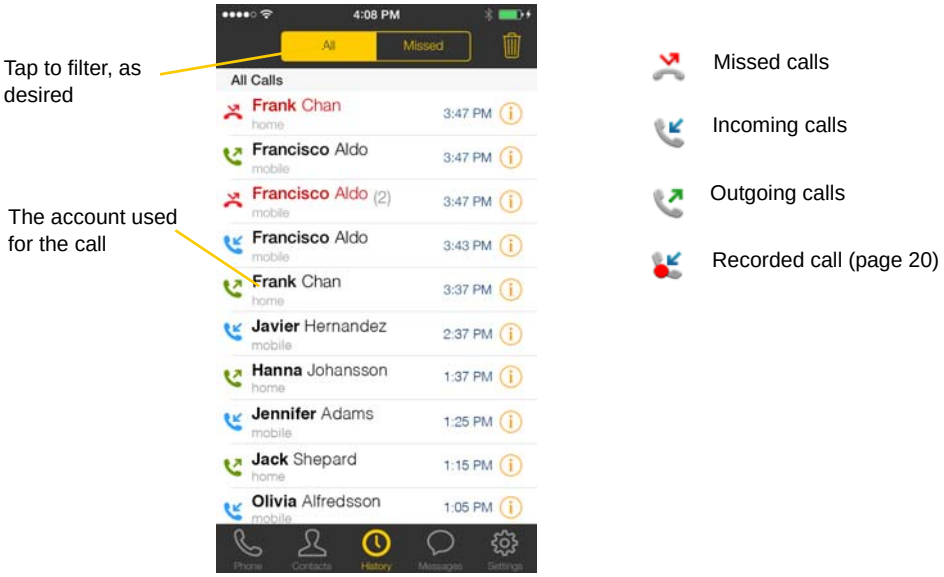
During a Video Call

During a video call, you can:

- transfer a video call. The transferred call will be placed as an audio call, and then both parties can add video to the audio call.
- establish two video calls and merge them into an audio conferernce call (no video conference call supported yet).
- record only audio of video calls.

3.13 Call History

Tap the History icon at the bottom of the screen.

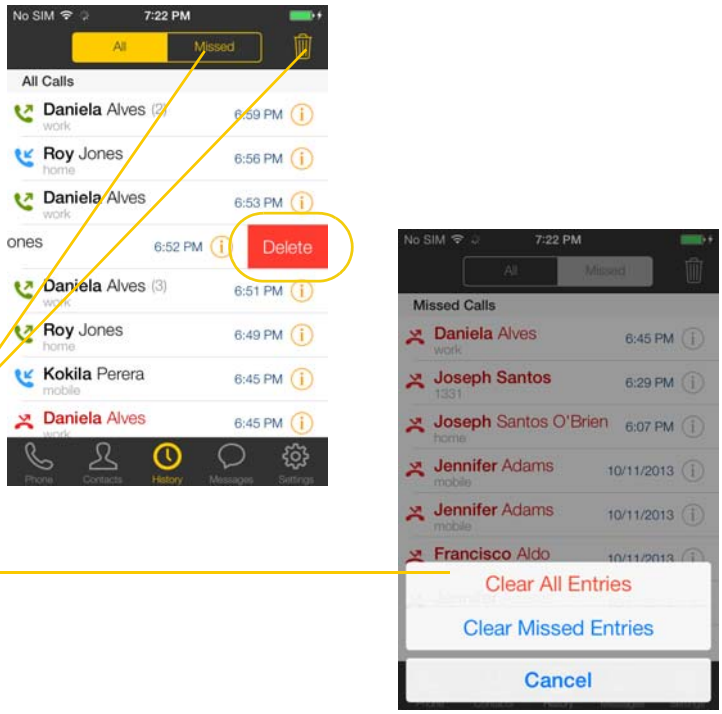


Clearing the History

To delete an entry, swipe left on the information icon. The Delete button appears.

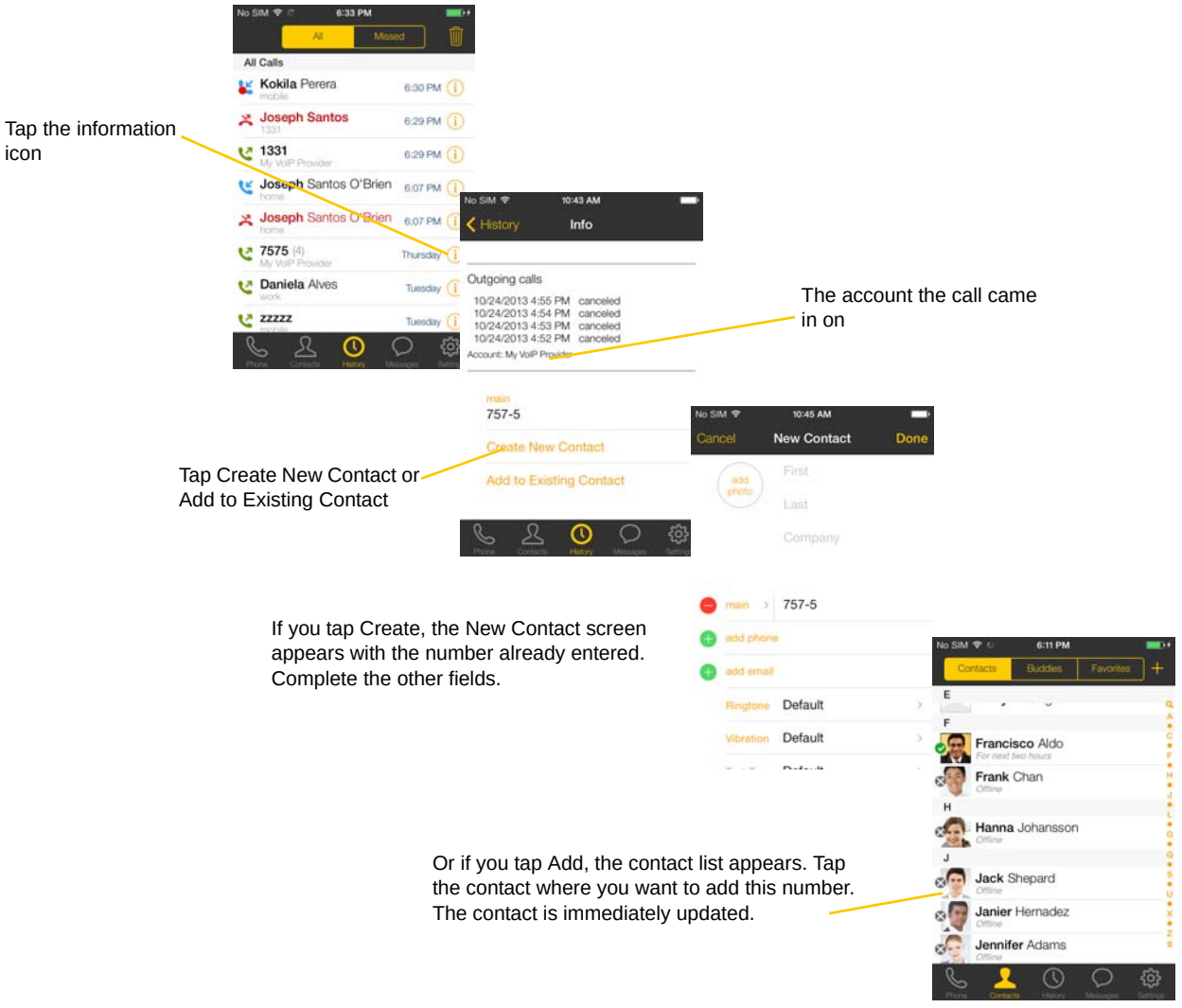
To delete alll entries or all missed entires, tap All or Missed, then tap the icon on the top right corner.

Tap to confirm



Creating a Contact from History

You can create a contact from a history item.


Tap the information icon
The account the call came in on
Tap Create New Contact or Add to Existing Contact
If you tap Create, the New Contact screen appears with the number already entered. Complete the other fields.
Or if you tap Add, the contact list appears. Tap the contact where you want to add this number. The contact is immediately updated.

3.14 Accessing Voicemail

If your VoIP service provider provides a voicemail service, then incoming calls go to voicemail if:

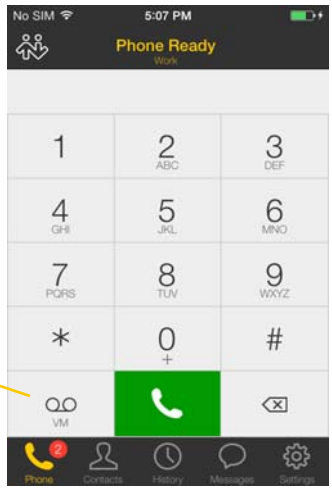
- Bria is not running.
- You already have two calls established

The voicemail indicator on the iPhone home screen

The voicemail indicator on the Bria screen

Tap the voicemail icon; the voicemail number appears in the entry field. Place the call in the regular way.

(If no number appears, you have not set it up in settings; see page 46.)



4 Presence and Instant Messaging

With Presence and Instant Messaging, you can share your online status (presence) and exchange instant messages with the contacts who have a softphone number or an XMPP address. You can also send an SMS from a SIP account to PSTN mobile phone numbers if your VoIP service provider supports this feature.

Presence and Instant Messaging is available as an in-app purchase. Make sure your VoIP service provider supports SIP SIMPLE before purchasing this option if you plan to use this feature over SIP SIMPLE. To purchase this option and set up your Bria, see page 61.

Using Emoticons/Emoji

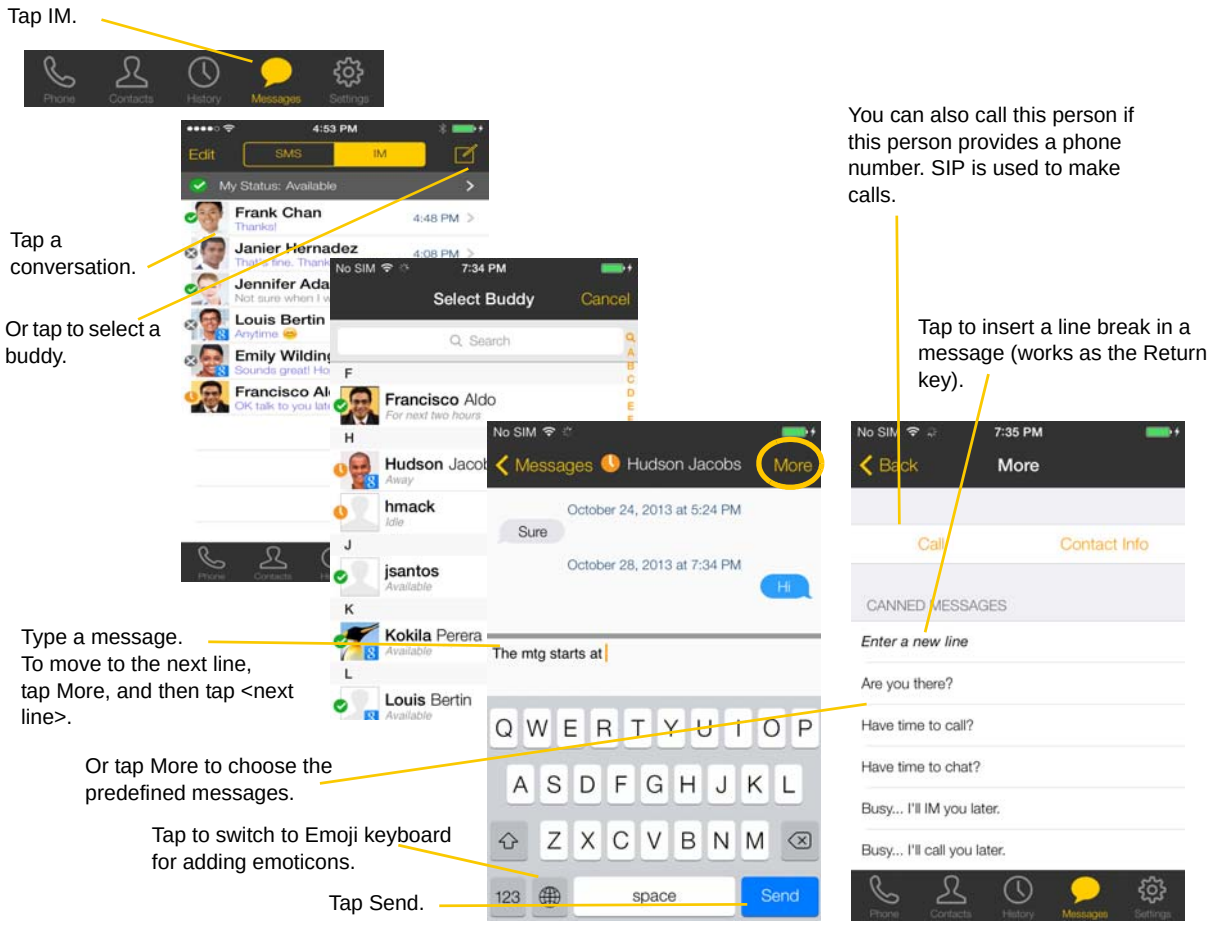
Bria supports iOS Emoji keyboard. To add an emoticon in your message, first add the Emoji keyboard on iOS, then on Bria, switch keyboards by tapping the globe icon on the keyboard.

To add the Emoji keyboard on iOS:

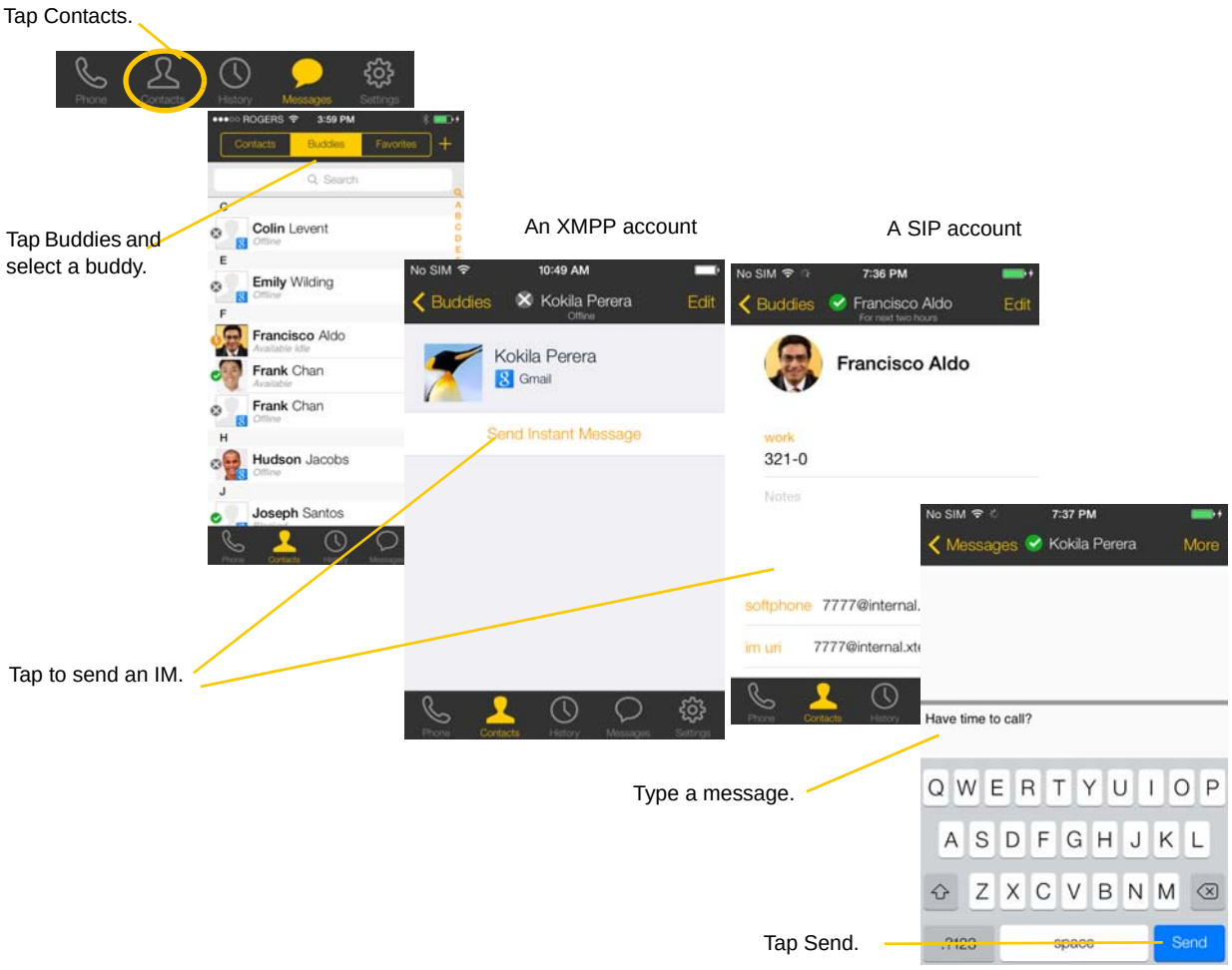
1. Go to iOS Settings > General > Keyboard.
2. Tap Keyboards, then Add New Keyboard....
3. Scroll down and tap Emoji.

4.1 Sending an IM

You can send an instant message to your buddy who is online. If you have no buddies, add someone as a buddy first (page 39).

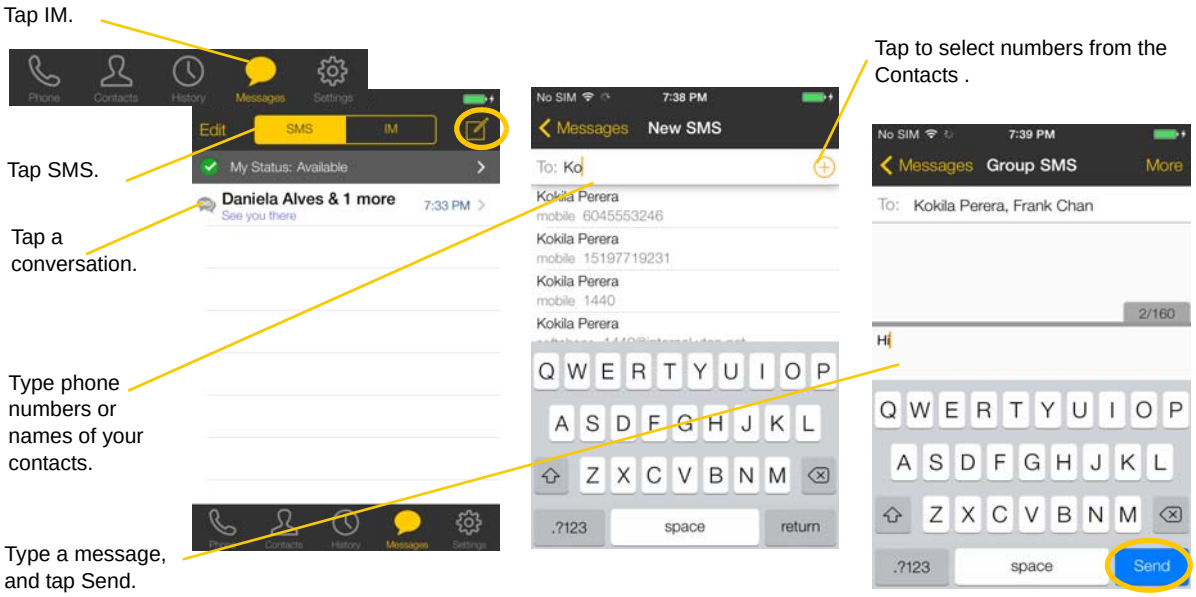

Tap IM.
Phone
Contacts
History
Messages
Settings
Tap a conversation.
Or tap to select a buddy.
4:53 PM
Edit
SMS
IM
My Status: Available
Frank Chan
Thanks!
4:48 PM
Louis Bertin
Anytime
Emily Wilding
Francisco Al
No SIM
7:34 PM
Select Buddy
Cancel
Search
Francisco Aldo
For next two hours
Hudson Jacob
Away
hmack
Idle
jsantos
Available
Kokila Perera
Available
Louis Bertin
Available
No SIM
Messages
Hudson Jacobs
More
October 24, 2013 at 5:24 PM
Sure
October 28, 2013 at 7:34 PM
Hi
The mtg starts at
Type a message.
To move to the next line, tap More, and then tap <next line>.
Or tap More to choose the predefined messages.
Tap to switch to Emoji keyboard for adding emoticons.
Tap Send.
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
Send
You can also call this person if this person provides a phone number. SIP is used to make calls.
Tap to insert a line break in a message (works as the Return key).
No SIM
7:35 PM
Back
More
Call
Contact Info
CANNED MESSAGES
Enter a new line
Are you there?
Have time to call?
Have time to chat?
Busy... I'll IM you later.
Busy... I'll call you later.
Phone
Contacts
History
Messages
Settings

By Selecting a Contact

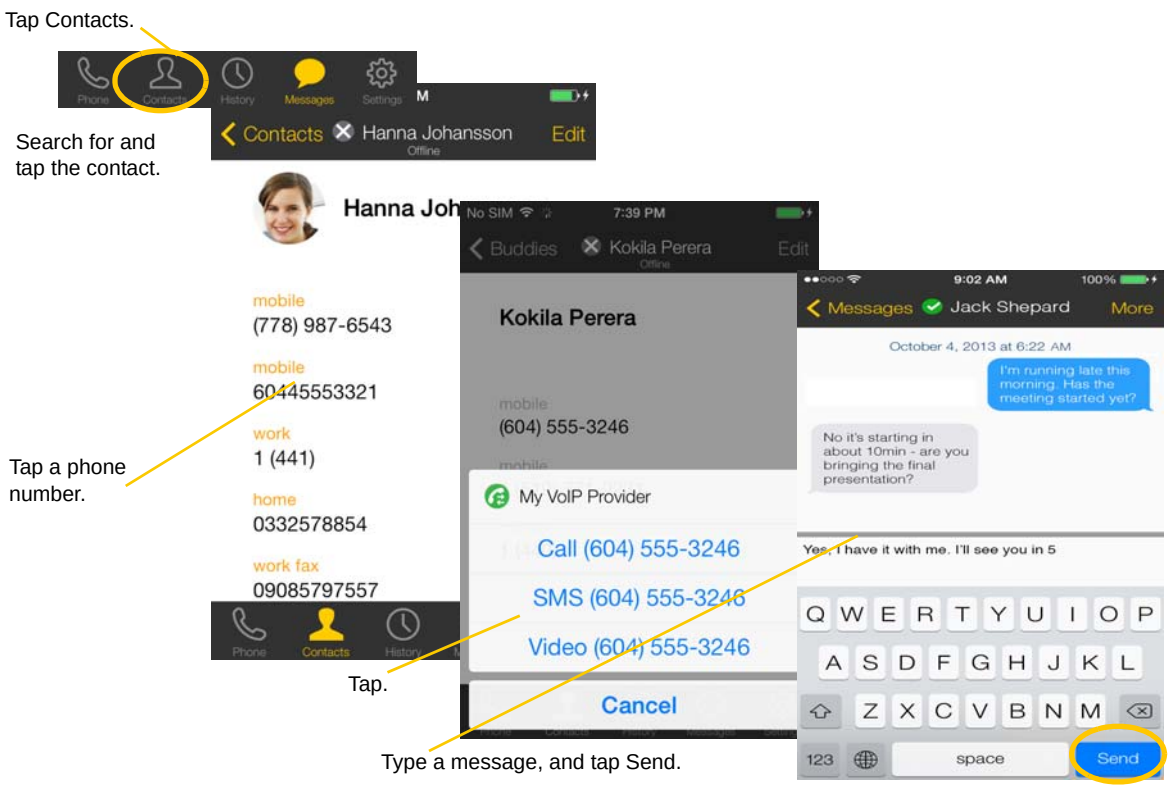


4.2 Sending an SMS

You can send an SMS from your SIP account to mobile phone numbers if your VoIP service provider supports this feature. Before sending an SMS, make sure SMS is enabled (ON) on Preferences and on your SIP account.



By Selecting a Contact



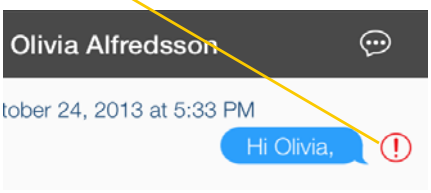
4.3 Working with Message History

From the Message History, you can:

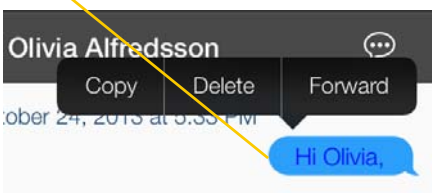
- Call the person by tapping More > Call
- Re-send the message
- Copy, delete, or forward the message

When there is an error in sending a message, a red icon appears beside the message. Tapping the red icon resends the message.

Indiates there is an error in sending the message. Tapping it again will resend the message.



Long-tap on a message will bring up a pop-up menu.

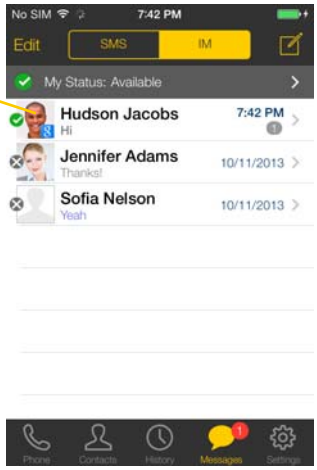


4.4 Receiving an IM and SMS

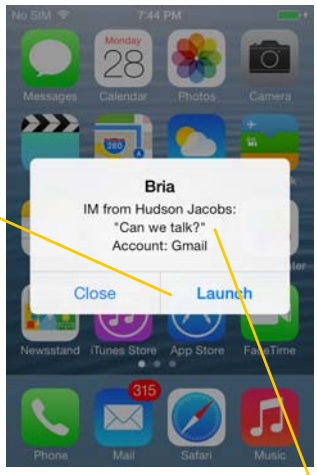
An alert comes up when you receive an IM or SMS.

Tap.

A new message appears on the top.



When Bria is in the background



Tap to see the message.

To hide the actual message on alert/ banner, turn on “Private When Locked“ under Preferences.

4.5 Starting XMPP Group Chat

You can host a group chat using your XMPP account on Bria when the following requirements are met:

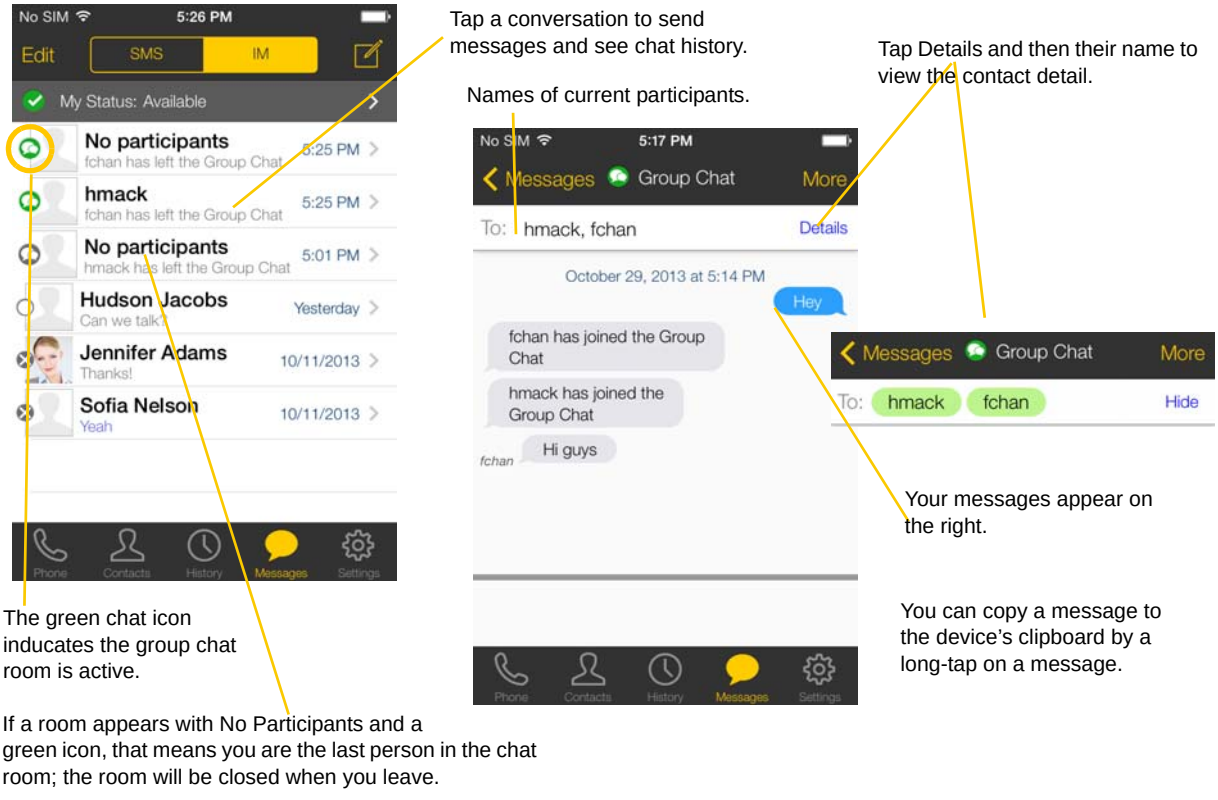
- Your XMPP server must support Multi User Chat extension as defined in XEP-0045.
- All the clients must support XEP-0045. For example, users with the previous version of the app cannot join a chat room.
- All the users must connect to the same XMPP server; in other words their XMPP accounts must have the same domain.

How it Works

In a group chat, multiple participants can share messages. When a host starts a group chat, an invitation message is sent to all the selected buddies. The buddies join the chat either automatically or after accepting the invitation depending on the client they are using. If a buddy is offline or declines the invitation, the buddy will not be placed into the group chat.

Once a group chat becomes available, the chat remains active until everyone leaves the chat. The participants including the host can leave the chat and come back later if the chat is still active. If there are undelivered messages, Bria will download the messages from the XMPP server and display them in chat history. The chat history will be saved locally on Bria so that the user can look at it even when the XMPP account is unregistered.

Tap the Messages tab, then tap IM.



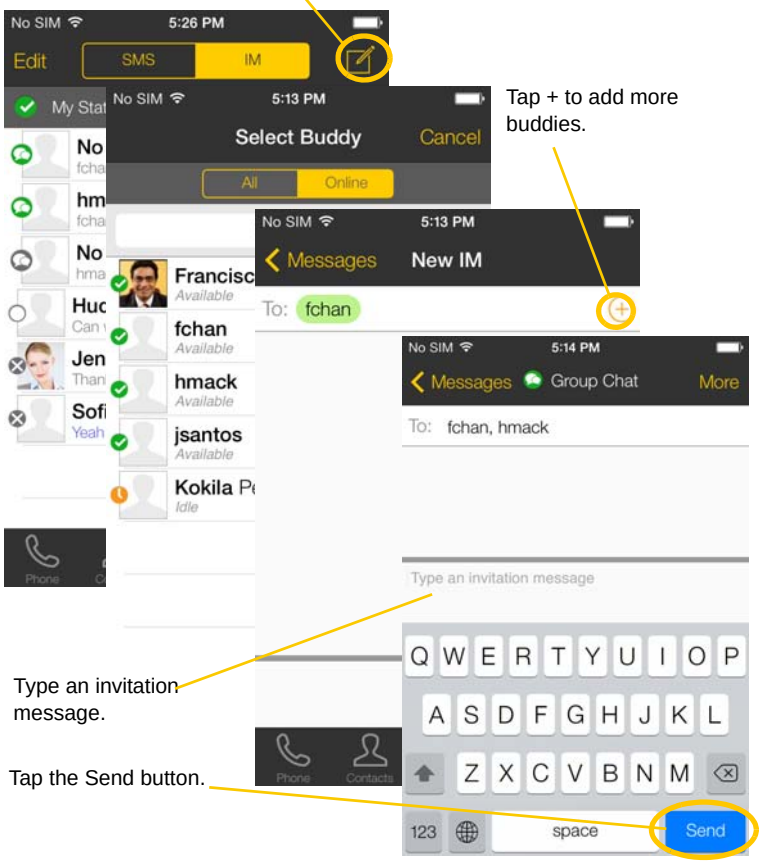
Starting a Group Chat

You can invite up to 10 XMPP buddies; 11 people maximum in one chat including you.

- Buddies must be online (registered to the XMPP server); if their accounts are unregistered, they will not receive your invitation and therefore cannot join the group chat.
- Once a group chat is held with participants, you cannot add more buddies or remove some of the participants.

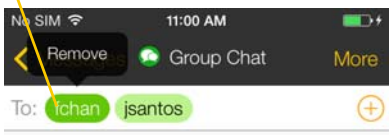
Tap IM/Messges, then IM.

Tap the icon to select a buddy.



Tap + to add more buddies.

A long-tap on a buddy allows you to remove the person. You cannot remove anyone once you send the invitation message.



Type an invitation message.

Tap the Send button.

You will see messages when they join or leave the room.

Joining a Group Chat

You might get invited to a group chat. On Bria, the invitation message will come in to your XMPP account as a regular message. As soon as you receive the message, you are automatically placed into the group chat.

Leaving a Group Chat

Unregistering your XMPP account lets you leave all the active group chats.

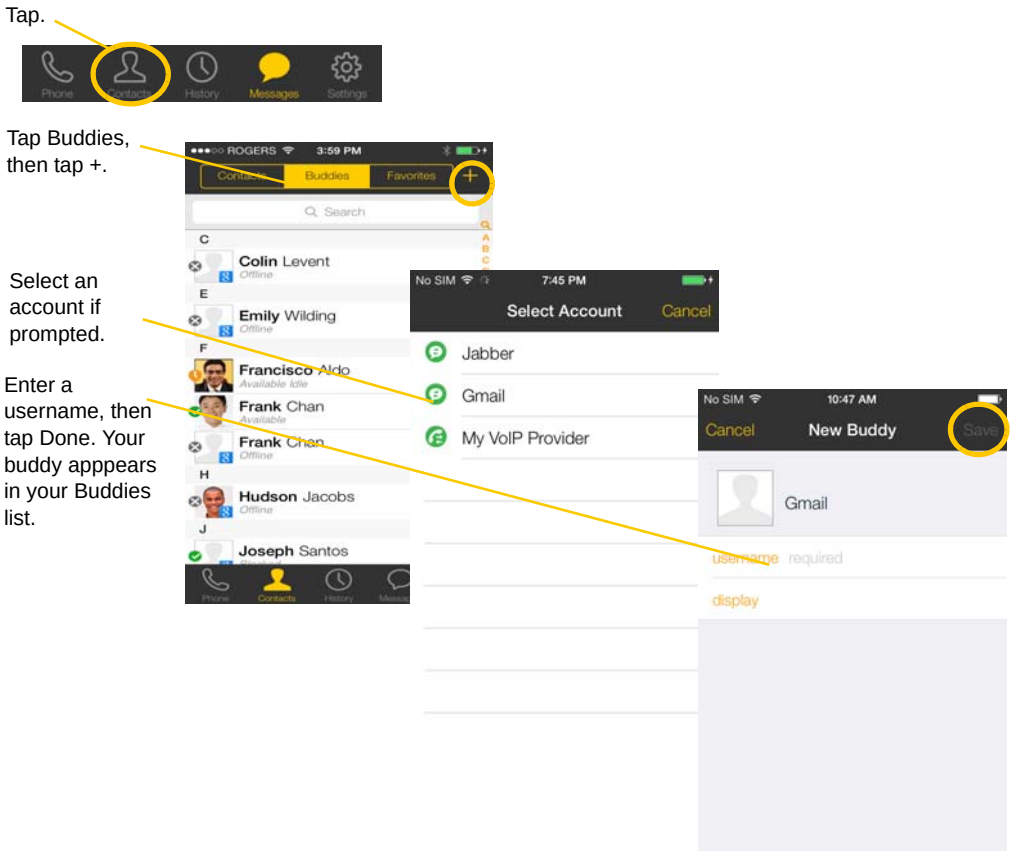
Deleting a group chat on the IM/Messages tab also lets you leave the chat, but you will not be able to come back to the chat or view the chat history.

4.6 Viewing Others' Status (Adding a Buddy)

To view someone's online status, you need to add this person as a buddy. A buddy must have an XMPP address or a softphone number. An XMPP address and a softphone number are typically a username. For XMPP accounts, your buddies are stored in an XMPP server, not in your local iPhone contacts. This means the name and presence of your buddies appear in your Buddies list (not in All Contacts) while your XMPP account is connected. For SIP accounts, your buddies are stored in your local iPhone contacts.

XMPP Accounts

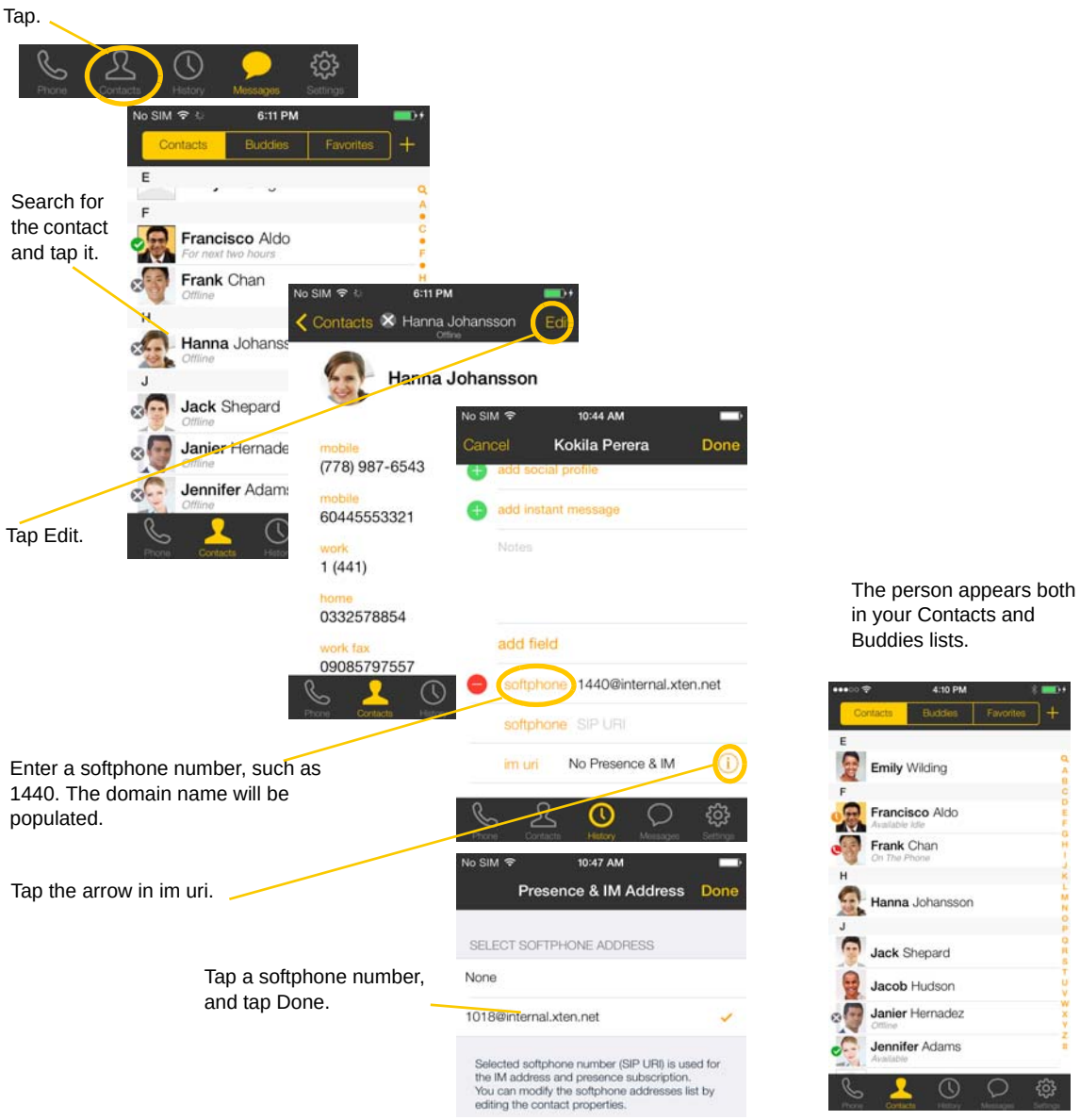
Make sure that your XMPP account is ON (connected to an XMPP server). When you add a buddy, Bria sends a buddy request to the buddy. You will see the person's status after the person accepts your buddy request. If the person declines the request, the person will remain in the your buddies list with Blocked status. You can re-send a buddy request to the person by tapping Unblock Buddy on the buddy profile screen.



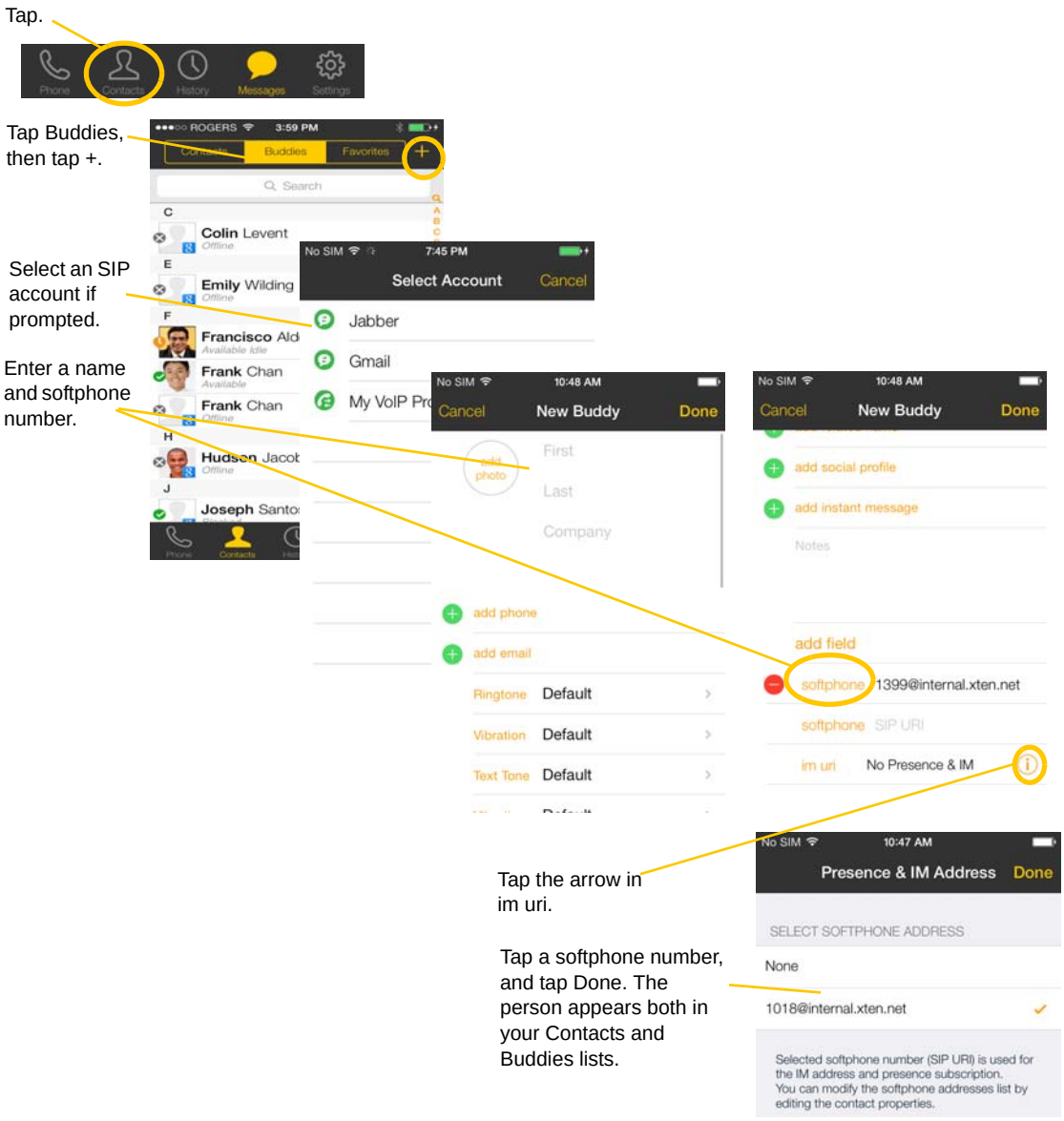
SIP Accounts

To see someone's online status, you can either add a new contact as a buddy, or edit an existing contact.

Editing an existing contact to see online status

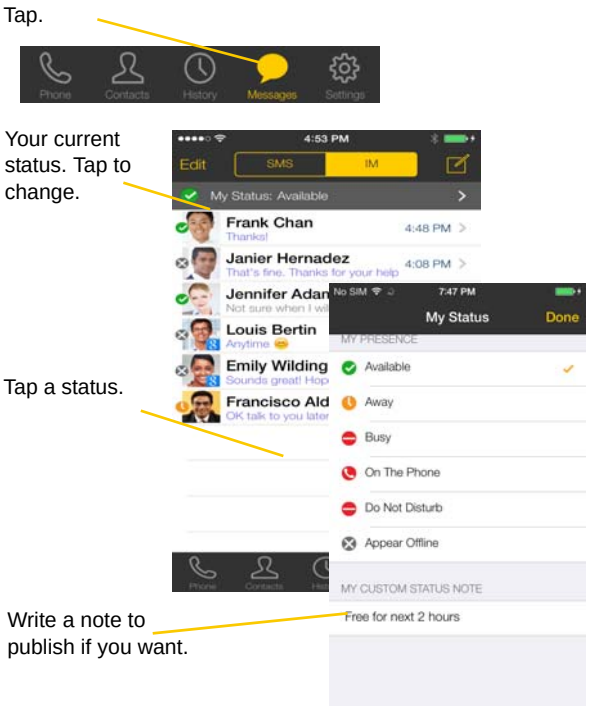


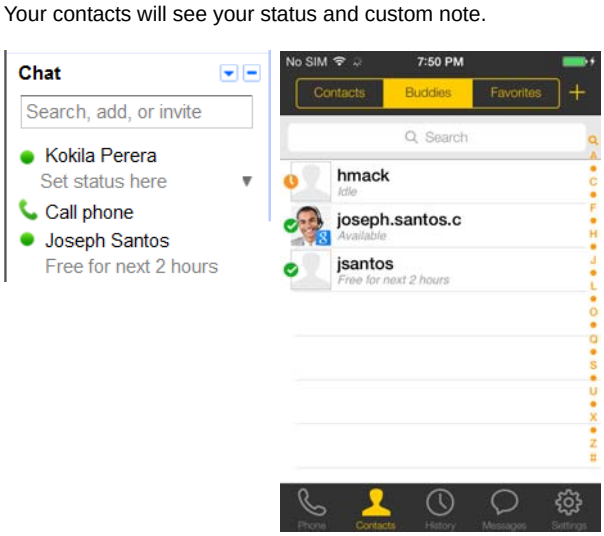
Adding a new contact as a buddy



4.7 Setting Your Own Status

When you start Bria, your online status becomes “Available”. When you make or receive a phone call, Bria automatically updates your status to “On The Phone” if your online status is “Available” and no custom status note is specified. You can change your status from “Available” to other statuses such as “Busy” or “Away”. Once you change your status from “Available” or specify a custom status note, your status will remain as specified until you switch yourself.





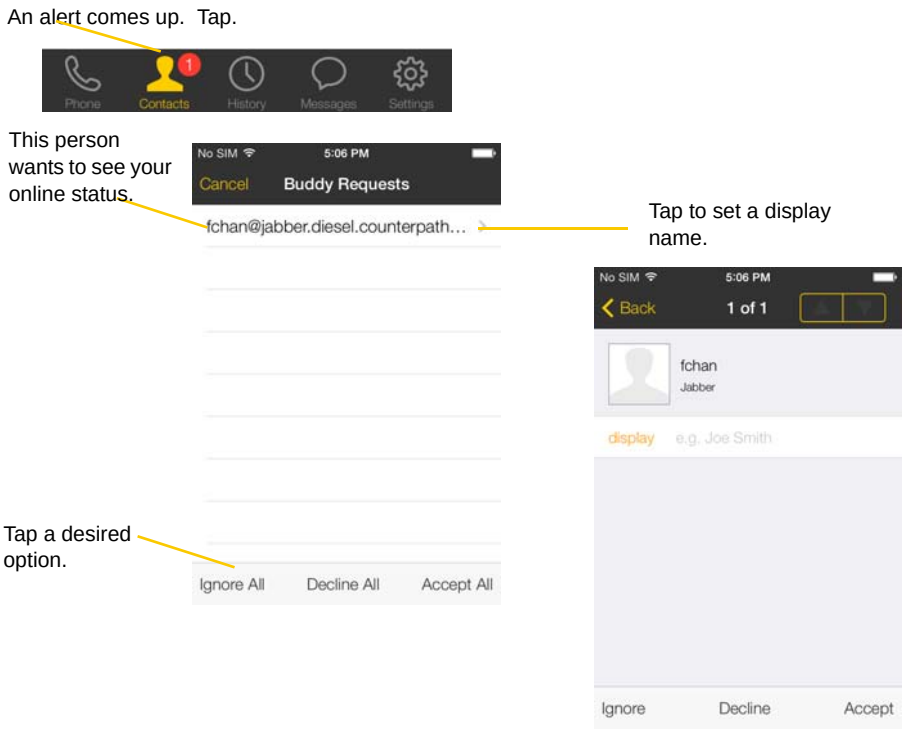
Presence

Status	Meaning
Available	People can call you and send you an IM. If no custom status note is specified, Bria automatically switches “Available” to “On The Phone” when you make or receive calls.
Away	People can call you and send you an IM.
Busy	People can call you and send you an IM.
On The Phone	When you make or receive phone calls, Bria automatically updates your status to “On The Phone” if your status is “Available“ and no custom note is specified. When your call finishes, your status goes back to “Available“. While you are on the phone, you can still send and receive IMs.
Do Not Disturb	No one can call you; the call fails and your call history shows a missed call. Your buddies can send you IM; an alert comes up on the IM tab without any sound.
Appear Offline	You are able to see presence of your buddies, but your buddies see you as offline. You will actually receive phone calls and IMs if your buddies do contact you; they are unlikely to do so because your buddies cannot tell the difference between “Appear Offline“ and you really being offline.

4.8 Responding to Buddy Requests

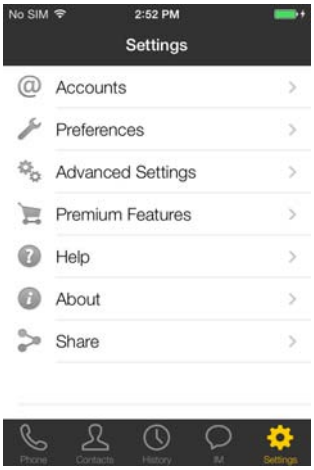
When using an XMPP account, you may receive a buddy request. You must respond to the request. You have three options.

- Accept: you let the other person see your online status. At the same time, the buddy request will be automatically sent from your Bria to this person, and you will see this person's status in your buddies list.
- Decline: the person will not see your online status. You will not see this person on your Buddies list either.
- Ignore: the person will not see your online status. The buddy request may appear in this session or in a future sesson.



When using a SIP account for presence, you will not receive a buddy request. As soon as the person on the other end registers your softphone number on the client, the person will see your presence without your acceptance. Similarily, you will see someone's presence right away without having to wait for the person's response.

5 Settings

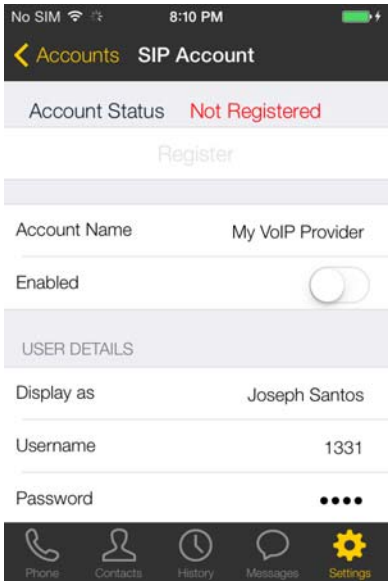

No SIM
2:52 PM
Settings
Accounts
Preferences
Advanced Settings
Premium Features
Help
About
Share
Phone
Contacts
History
IM
Settings

5.1 Accounts

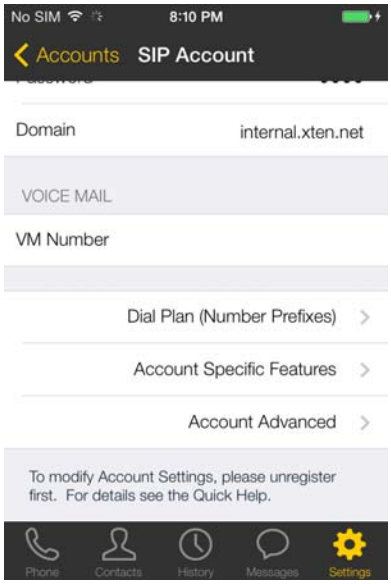
All the fields on this screen must be supplied by your VoIP service provider.

SIP Accounts

To change these fields on an existing account, you must first unregister the account or turn Enabled off for the account.



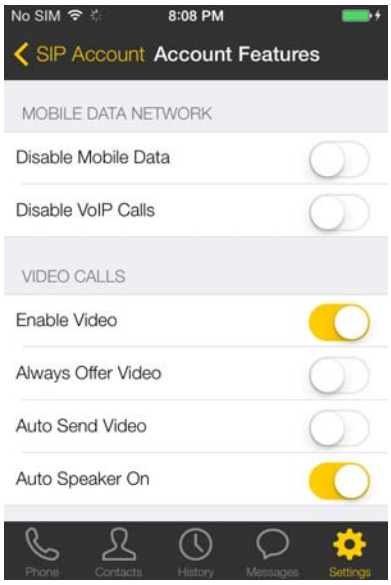
Top Half of Screen



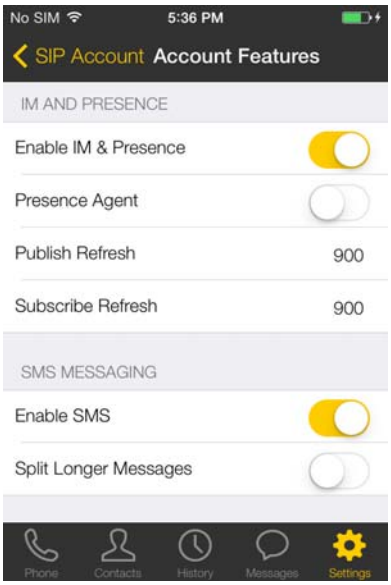
Bottom Half of Screen

Field	Description
Account Name	Change the name as desired. For example, “business account”
Enabled	Typically On, in order to use the account for calls.
Display as	Your name. This will be your Caller ID if supported.
Username	Typically the account number for the account. Provided by your VoIP service provider. Do not enter a domain name here.
Password	Provided by your VoIP service provider.
Domain	Provided by your VoIP service provider.
VM Number	The number to dial to connect to voicemail and check messages. Provided by your VoIP service provider. If there is a number in this field, tapping the VM icon on the keypad will display the voicemail number; see page 30.
Dial Plan	Optional. See page 67.
Account Specific Features	See below.
Account Advanced	See below.

Account Specific Features



Top Half of Screen

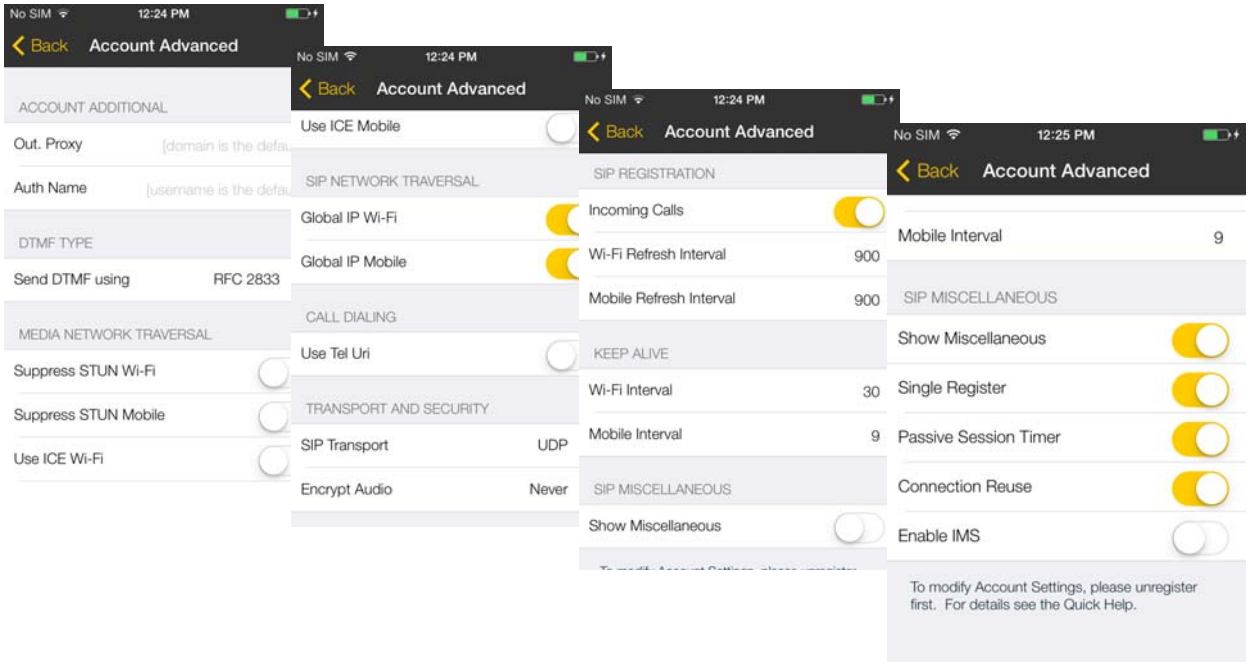


Bottom Half of the Screen

Field	Description
Disable Mobile Data	If you have multiple accounts and want to use mobile data only on some of the accounts, turn this setting on for the account you *do not* want to use data. This setting appears only when "Use When Available" is enabled under Preferences. • When ON, no mobile data will be used; this account does not register with SIP service when Bria is in the mobile network. You will get no messages or notifications on this SIP account when Wi-Fi is not available. You also will not be able to place or receive calls without Wi-Fi. • When OFF, Bria will attempt to connect to SIP service using mobile data.
Disable VoIP Calls	If you have multiple SIP accounts and want to allow VoIP Calls over the mobile network only on some of the accounts, turn this setting on for the account you *do not* want to allow VoIP calls. This setting appears only when "Allow VoIP calls" is enabled under Preferences and "Disable Mobile Data" is OFF (You need to allow Bria to use mobile data in order to place/receive VoIP calls). • When ON, no VoIP calls will be made on this SIP account when Wi-Fi is not available. • When OFF, VoIP calls will be made on this SIP account.
Enable Video	ON to make video calls on this SIP account. To use this feature, you must purchase "Video Calls", and enable video on Preferences . See page 61 for purchasing the feature.
Always Offer Video	ON to always dial a number with video offer. Whether you use the keypad, the Contacts tab, or the History tab, all the outgoing calls will offer video to the other party. The default is Off.
Auto Send Video	When On, Bria automatically starts sending video when you receive video calls. When Off, video does not start until you tap Send on the video screen. The default is Off.
Auto Speaker On	Usually ON. This setting applies to iPhone only. While headsets/Bluetooth are connected to Bria, the sound always comes from headsets/Bluetooth regardless of this setting. This setting could solve a problem that audio calls are treated as video calls (thus the speaker comes on automatically). Turning this setting off allows you to hear the sound from the earpiece.
Enable IM & Presence	ON to share your online status with and send instant messages to your buddies. To use this feature, you must purchase "Presence and Messaging" from the App Store. See page 61.
Presence Agent	Turn ON only if your VoIP service provider supports this service for SIP SIMPLE.
Publish Refresh	Interval for publishing your status over SIP SIMPLE. Value in seconds. Minimum 30, default 900.

Field	Description
Subscribe Refresh	Interval for subscribing your buddy's status over SIP SIMPLE. Value in seconds. Minimum 30, default 900.
Enable SMS	ON to send an SMS to PSTN cell phone numbers by using the SIP SIMPLE protocol. Turn ON if your VoIP service provider supports this feature. The purchase of "Presence and Messaging" is required to use this feature.
Split Long Messages	This setting controls who will split a long SMS - either the client side or the server side. You can type long messages on Bria regardless of this setting. The default is off (server side). Turn this on if your SIP server does not accept/split long SMS. • when on, Bria splits a long message to multiple SMS (140 characters per one SMS), and sends them to the SIP server. • when off, Bria sends a long message to the server and lets the server split it to multiple SMS.

Account Advanced (SIP)



Top of Screen Middle of Screen Bottom of the Screen

Field	Description
Out. Proxy	If your VoIP service provider has an outbound proxy and requires that you provide that address to Bria, enter the domain name or the IP address obtained from your provider.
Auth Name	May not be required. But if it is required, it will be provided by your VoIP service provider.
Send DTMF using	The method used for DTMF, sent when you press a number key when dealing with an auto attendant (such as "press 1 for customer service"). In-band DTMF can be sent in addition to the other two methods. Choose a method specified by your VoIP service provider.

Field	Description
Suppress STUN Wi-Fi	Allows you to control the use of STUN per account. • ON: No STUN is used on this particular account. This setting overwrites the STUN Wi-Fi setting under Advanced Settings (which applies to all accounts); when Suppress STUN Wi-Fi is ON, no STUN is used on this particular account even if STUN is enabled under Advanced Settings. • OFF (default): Bria decides whether to use STUN or not depending on the STUN Wi-Fi setting under Advanced Settings.
Suppress STUN Mobile	This setting has the same function as Suppress STUN Wi-Fi, but applies only when you are connected over the mobile network.
Use ICE Wi-Fi	ICE is involved only in media routing (it is not involved in SIP signaling). ON: Bria will use ICE to discover addresses for media packets. ICE provides a good guarantee of two-way audio. However, to use ICE successfully, both endpoints in a call must use ICE and specifically must use draft 19 of the ICE standard. OFF: Try turning ICE off if you are not using iPhone behind a firewall or NAT.
Use ICE Mobile	This setting has the same function as ICE Wi-Fi, but applies only when you are connected over the mobile network.
Global IP Wi-Fi	• ON (default): Bria will publish its public IP address at the signaling level. The public address may not work with some NATs or firewalls. • OFF: Bria will publish its private IP address at the signaling level. "Off" represents server-based network traversal, "On" app-based.
Global IP Mobile	This setting has the same functionality as Global IP Wi-Fi, but applies only when you are connected over the mobile network. If you set this setting to ON, you must also set Global IP Wi-Fi to ON.
Use Tel URI	Change this value only if advised to do so by your VoIP service provider. • ON: Prefix SIP URIs with tel:// • OFF (default): Prefix SIP URIs with sip://
SIP Transport	Tap to display the choices. Contact your VoIP service provider to identify the types of transport that are supported. • UDP and TCP do not support signal encryption. • TLS does support signal encryption. If TLS is selected, a given call will be encrypted if the other person also uses TLS. You may also need to install a certificate on your iPhone; speak to your VoIP service provider.
Encrypt Audio	If the transport is set to TLS, you can encrypt a phone call at the media (audio) level: • Never: Audio is not encrypted. • If Possible: On a given call, audio will be encrypted if the other person supports and is also using audio encryption. If not, audio will not be encrypted. • Always: Audio will always be encrypted. The call will fail if the other person cannot accept encrypted calls.
Incoming Calls	Typically ON, in order to receive calls. If OFF, you will not be able to receive calls using Bria.
Wi-Fi Refresh Interval	The timer interval between Bria's attempts to register in order to refresh the account registration. This value is placed in the "Expires" header field of the SIP REGISTER message. Change this value only if advised to do so by your VoIP service provider.
Mobile Refresh Interval	This setting has the same function as Wi-Fi Refresh Interval, but applies to registrations made over the mobile data network.
Keep Alive - Wi-Fi Interval	A "keep alive" message is a mechanism for maintaining a "pinhole" through your firewall so that the account registration is maintained. The interval specifies how often the message is sent (in seconds). If you are experiencing problems (for example, accounts become unregistered when using a Wi-Fi connection), try setting this interval to a lower number such as 20.

Field	Description
Keep Alive - Mobile Interval	Same as above, except the interval applies to registrations made over the mobile data network, which can be made on an iPhone (but not an iPod) when you are not in a Wi-Fi zone.
Single Register	Applies only if Global IP is ON. • ON (default): Bria will register using a single register request. • OFF: Bria will register using an unregister and a register.
Passive Session Timer	Controls the use of session timers on SIP accounts. The session timer is used to determine if the call is still active. Only choose Off if advised by your VoIP service provider. • ON (default): Bria will not use session timers in any session, except it is explicitly required by the remote party. • OFF: Bria will use session timers in all sessions whenever the remote party supports and uses it.
Connection Reuse	• ON: Bria uses existing connections by including an “ob“ parameter in a header as defined in RFC5626. • OFF: Bria does not reuse existing connections. Changing this setting might solve problems with dropping or holding calls. The default is On.
Enable IMS	When ON, Bria supports the IP Multimedia Subsystem. The default is Off. Subject to VoIP service provider. Only choose ON if advised by your VoIP service provider.

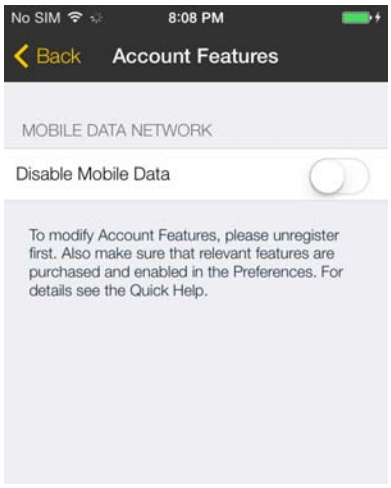
XMPP Accounts

To change these fields on an existing account, you must first disconnect the account or turn Enabled off for the account.

Field	Description
Account Name	Change the name as desired. For example, “Gmail”.
Enabled	Typically On, in order to use the account for messages and presence.
Username	The XMPP user ID.
Password	Password for the XMPP user ID.
Domain	Domain of the XMPP service. For example, “gmail.com”.
Account Specific Features	See below.

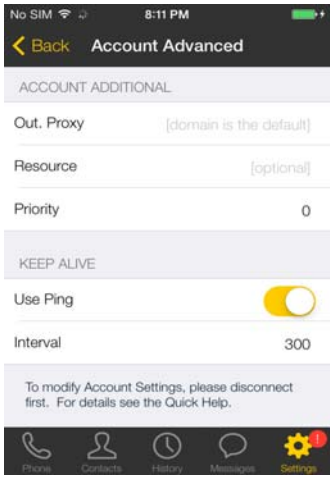
Field	Description
Account Advanced	See below.

Account Specific Features (XMPP)


No SIM
8:08 PM
Back
Account Features
MOBILE DATA NETWORK
Disable Mobile Data
To modify Account Features, please unregister first. Also make sure that relevant features are purchased and enabled in the Preferences. For details see the Quick Help.

Field	Description
Disable Mobile Data	If you have multiple accounts and want to use mobile data on only some of the accounts, turn this setting on for the account you *do not* want to use data. This setting appears only when "Use When Available" is enabled under Preferences. • When ON, no mobile data will be used; therefore you will get no messages or notifications on this XMPP account when Wi-Fi is not available. • When OFF, mobile data will be used for this XMPP account when Wi-Fi is not available.

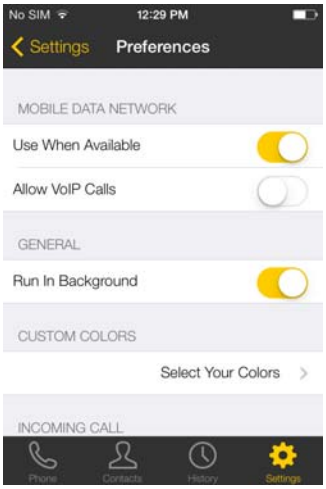
Account Advanced (XMPP)



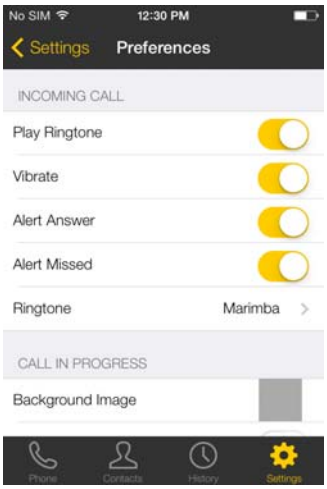
Field	Description
Out. Proxy	If your XMPP service provider has an outbound proxy and requires that you provide that address to Bria, enter the domain name or the IP address obtained from your provider.

Field	Description
Resource	Used to identify an XMPP session when you log in to multiple clients with this XMPP account (for example, /work or /home).
Priority	The priority of the resource. The range is from -128 to 127.
Use Ping	ON to send ping messages to the XMPP server to indicate that the connection is active.
Interval	Specifies how often the ping message is sent to the server (in seconds). The default is 300.

5.2 Preferences

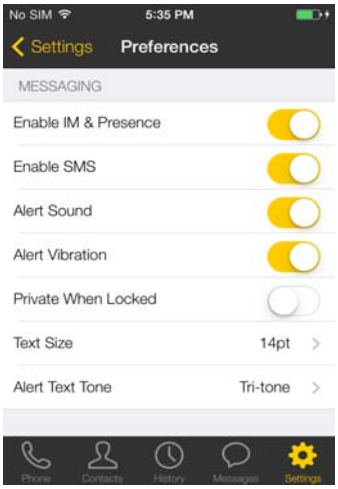


Top of the Screen

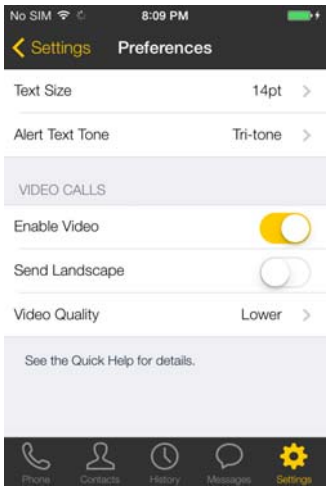


Middle of the Screen

Middle of the Screen



Middle of the Screen (Messaging)



Bottom of the Screen (Video)

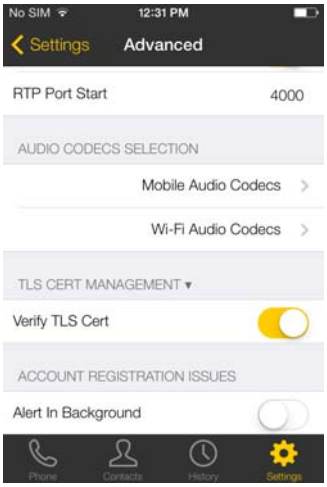
Field	Description
Use When Available	Appears only on iPhone. • ON: When a Wi-Fi connection is not available, Bria will attempt to connect to SIP/ XMPP services using the mobile data network. Data charges with your mobile carrier will apply. You will be able to receive messages and voice mail notifications when Bria is in the mobile data network. You will also have a choice to allow/disallow VoIP calls using a separate setting "Allow VoIP Calls". • OFF: When a Wi-Fi connection is not available, SIP and XMPP services will be unregistered; you will get no messages or notifications. "Allow VoIP Calls" is OFF; you will not be able to place or receive calls either.

Field	Description
Allow VoIP Calls	Appears only on iPhone. "Use When Available" must be ON to use this setting. • ON: When a Wi-Fi connection is not available, Bria will attempt to place calls using the mobile data channel. Data charges with your mobile carrier will apply. If you turn this setting on, we recommend you purchase the G.729 codec (page 61) because it provides better audio quality on mobile data calls (3G/4G/LTE). • OFF: When a Wi-Fi connection is not available, you will not be able to place or receive calls.
Run In Background	• ON: If using UDP for transport (page 49). • OFF: If using TCP or TLS for transport. This setting lets you receive calls when Bria is running in background and your transport is UDP. Turning this setting on decreases battery life. But if it is turned off, you will not be able to receive calls if you are using UDP. If you are using TCP or TLS, there is no need to turn this setting on.
Custom Colors	You can change the color of various parts of the screen. This setting includes a Reset button, so you can easily return to the defaults.
Play Ringtone	ON to hear the ringtone.
Vibrate	ON to vibrate when you receive a call.
Alert Answer	Controls the behavior of the incoming VoIP call prompt (when Bria is in the background): • ON: You can immediately answer the incoming call. • OFF: You can view the incoming call screen, and then choose either answer or decline the call.
Alert Missed	Controls the behavior of the missed call prompt (when you receive a call when Bria is in the background): • ON: A Missed Call alert appears on the native iPhone screen. • OFF: No alert appears.
Ringtone	The ringtone for incoming calls.
Background Image	The background image that appears when you are on a call. Swipe the image to delete.
Contact Image	ON to display the image of your contact while receiving or making calls.
Auto Record Calls	ON to automatically record all the calls made with Bria. When Off, Bria records a call only if you tap Start Recording during a call.
Single Touch to Call	ON: When making a call from Contacts or History, the call will be placed as soon as you tap a phone number. If SMS and/or video is enabled, you will see a prompt to choose an option. OFF: When you tap the phone number, a prompt appears. When you tap that prompt, the call will be placed.
Show URI Domain	ON: The phone number displayed for an incoming, outgoing or established call will include the domain name (for example, 1234@myVoipProvider.com). OFF (default): The domain name is not included in the display.
Forward Calls	ON to send all incoming calls to a specific number. So long as Bria is enabled and registered and Run In Background (above) is ON, incoming calls will be forwarded to this phone number.
To Number	The number to forward calls to, when Forward Calls is ON.

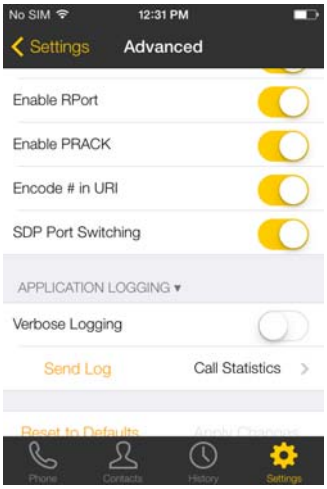
Field	Description
Enable IM & Presence	The Messaging section appears after you purchase the “Presence and Messaging” feature. ON to allow your Bria to be used for sending instant messages and sharing online status with your buddies. To use this service, you also need to enable the feature on the Account screen. If OFF, all the SIP and XMPP accounts on your Bria will never be used for presence and messaging.
Enable SMS	ON to allow your Bria to be used for sending SMS. To use this feature, you also need to enable SMS on your SIP account. If OFF (default), all the SIP accounts on your Bria will never be used for sending SMS.
Alert Sound	ON to play a ringtone when you receive a new message.
Alert Vibration	ON to vibrate when you receive a new message.
Private When Locked	On to hide the actual content of an incoming message on the Lock screen as well as the notification center. The default is off.
Text Size	Changes the font size of messages on the IM and SMS tab.
Alert Text Tone	The ringtone for incoming messages.
Enable Video	ON to make video calls on Bria. Appears only after the “Video Calls“ feature is purchased. See page 61.
Send Landscape	When ON, your video will be forcibly sent in the landscape orientation. This is a compatibility mode for older devices that cannot render video in the portrait orientation. Use as an exception. The default is "Off".
Video Quality	• Automatic: Recommended. Let Bria select the best quality to use in a given situation. • Lower (QCIF): Quarter Common Intermediate Format uses 176 horizontal pixels and 144 vertical lines. QCIF transfers one fourth the amount of data; therefore it consumes less memory than CIF. • Higher (CIF): Common Intermediate Format uses 352 horizontal pixels and 288 vertical lines.

5.3 Advanced Settings

Top of Screen



Middle of Screen



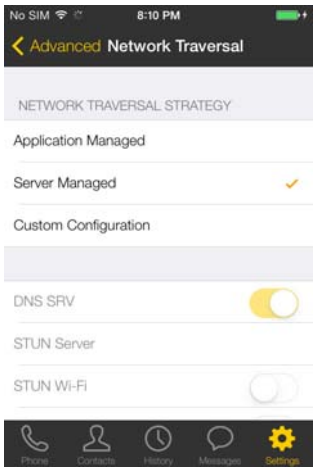
Bottom of Screen

If you make changes to the fields identified by a ▼, you must tap the Apply Changes button at the bottom of the screen or restart Bria.

Field	Description
Network Traversal Strategy	Tap to display the choices; see below.
Use VPN If Active	If you are using Bria with a VPN connection to your network, set this field to ON, to force Bria to select the VPN network interface. If you are not using a VPN, set to OFF (default). Only set this field to ON if you are using a VPN connection, otherwise the wrong network interface may be selected, resulting in registration problems.
Voice Activity Detection	• ON: audio is not transmitted when no one is speaking. Turning this feature on may reduce bandwidth usage. • OFF (default): audio is transmitted when no one is speaking.
Noise Reduction Tx	Noise Reduction. When ON, Bria attempts to reduce background noise on audio you are transmitting (sending to the other person). Not used on iPhone 4 and 4S. The default is OFF.
Noise Reduction Rx	Noise Reduction. When ON, Bria attempts to reduce background noise on audio you are receiving from the other person. The default is OFF.
Quality of Service	If desired, ask your VoIP service provider if QoS is supported. QoS (Quality of Service) can allow your phone calls to be given a higher priority on the network. The default is OFF.
Codecs Variable Bitrate	This setting applies when the negotiated codec is AMR-WB, SILK, Opus or H.264 (for video call). When this setting is turned on, Bria dynamically adjusts the bitrate throughout the call, based on the current network conditions. For example, when Bria detects many packets are lost, it tries to lower the bitrate (within the range of a bitrate supported by a specific codec), in order to ensure the best possible quality under the circumstance. We recommend that you leave this setting ON, especially when AMR-WB, SILK, Opus or H.264 is enabled. If you notice degradation in audio or video quality when your data connection is stable, you can turn this setting off to see if it makes a difference.

Field	Description
RTP Port Start	Change this value only if advised to do so by your VoIP service provider. This indicates the start of the ports range used for RTP and RTCP sessions. The range is 100 ports wide. The range is not observed if ICE is used. The default is 4000.
Audio Codecs Selection	Tap to display more information about these two fields. See page 59.
Video Codecs Selection	Appears after the Video Calls premium feature is purchased. See page 60.
Verify TLS Cert	Applies only if you use TLS as the transport. • On (default): Bria attempts to verify the certificate, sent by the SIP server, to see if it is trusted. For the certificate to be trusted, a corresponding CA certificate, provided by your VoIP provider, must be installed on your device (using the iPhone Configuration Utility for example). • Off: Bria accepts the certificate without attempting to verify it.
Alert In Background	• On: Bria sends notifications when an account fails to register. Bria also notifies the user after the account is successfully re-registered. Make sure that Bria notifications are enabled under iOS Settings. • Off (default): Bria does not send notifications regarding account registration errors.
Enable RPort	• On: the outgoing INVITE message will have an RPort parameter inside the Via header, which indicates that Bria supports RFC 3581. If the server also supports RFC 3581, the server should respond with the RPort parameter set to the incoming public IP port and the received parameter set to the public IP address. This is the default behavior in previous Bria versions. • Off: Bria does not have the RPort parameter in the Via header.
Enable PRACK	• On: Bria advertises that it supports “100rel” and allows PRACK, as defined in RFC 3262. The outgoing INVITE message will have “100rel” in the Supported header and “PRACK” in the Allow header. This is the default behavior in previous Bria versions. • Off: Bria will not advertise these features; there will be no “100rel” in the Supported header.
Encode # in URI	• On (default): Bria escapes a hash character (#) used in the user part of SIP URI, as required by RFC 3261. • Off: Bria does not escape a hash character and sends it as is. Turn this setting off if you are having trouble making outgoing calls to a number with a hash character.
SDP Port Switching	Controls Bria's behaivor to choose the RTP port to send RTP traffic to. • When ON (default), Bria switches the RTP port when it realizes the remote party is sending data from a different port. • When OFF, Bria does not switch the port and keeps using the original one specified in the SDP body.
Verbose Logging	Leave this setting OFF unless customer support instructs you to turn it ON in order to troubleshoot a problem you are having on your device. See page 65.
Send Log	Tap to upload the current log to customer support. See page 65.
Call Statistics	To show detailed information about the current/last call. For example, the number of packets lost. For an ongoing call, the statistics information refreshes every second. Tapping the Refresh button stops auto refresh and presents you with a snapshot of the most current statistics. To enable auto refresh again, either long-tap the Refresh button, or leave the statistics page and come back again.

Network Traversal Strategy



Select a profile:

- Application Managed: STUN ON and DNS SRV ON.

  Bria will use the specified STUN server to discover the public address of your device. It will present your public address for SIP signaling. When negotiating media routing, it will present either both your public and private addresses or just your public address depending on the ICE settings under Account Advanced .

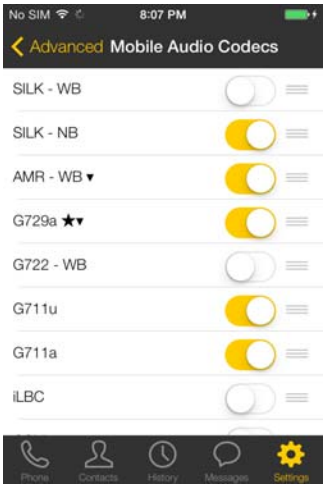
- Server Managed: STUN OFF and DNS SRV ON.

  Bria will present your device's private address for SIP signaling and when negotiating media routing. Choose this option if your VoIP service provider advises you that it has implemented a network-hosted NAT traversal (or far-end NAT traversal) technology such as a session border controller (SBC), media proxy or RTP relay.

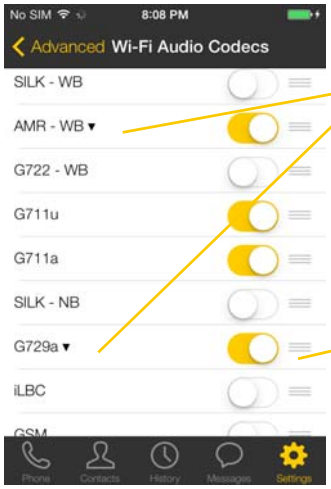
- Custom Configuration: Set the settings as desired.

Field	Description
DNS SRV	• ON: Bria will use DNS SRV to discover the network addresses for your VoIP service provider's VoIP-related services such as a STUN server, if any. • OFF: Bria will not use DNS SRV for discovery. Only turn this setting off if your system administrator advises you to do so.
STUN Server	Used only if STUN is ON. The default is stun.counterpath.com but we recommend that you change this to an address provided by your VoIP service provider. CounterPath cannot guarantee the availability of their STUN server.
STUN Wi-Fi	• ON: Bria will use a STUN server to discover your public IP address. • OFF: Bria does not discover your public IP address. Therefore, only the private IP address will be used. Typically, Global IP should be set to OFF to assure that the private IP address is used for SIP signaling.
STUN Mobile	This setting has the same function as STUN Wi-Fi, but applies only when you are connected over the mobile network.

Audio Codecs Selection



Mobile Audio Codecs



Wi-Fi Audio Codecs

You can only enable these codecs if you have purchased them; see page 61.

Drag the codec up or down to change its priority in the list. See below.

These two screens list the audio codecs that can be used during a Wi-Fi call or mobile data call. Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others.

In general, it is desirable to have several codecs enabled. Make sure that there are common codecs between you and the remote peer, otherwise your call will fail with a 488 error.

SILK-SuperWideband (24k) and Opus-Fullband (48k) are available only in iPhone 4S/iPod 5th generation, and newer devices.

Novice and Non-technical Users

We recommend you use the default setting/priority and let Bria select the best codec to use in a given situation.

Technically Savvy Users

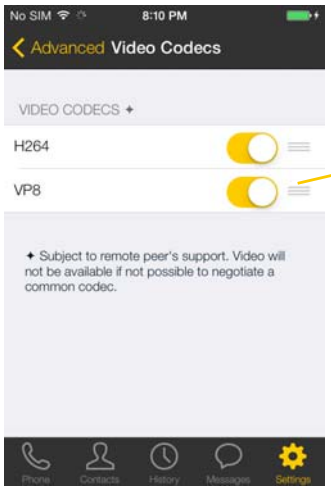
You may choose to enable one, some or all codecs. If only one codec is enabled, all calls will be made with that codec. If more than one is enabled, Bria negotiates the codec to use (from among the enabled codecs) with the other person.

You can prioritize codecs by dragging them up or down in the list. Codecs higher in the list are given a higher priority in the offer, when negotiating codecs with the other party. Therefore, moving a codec higher should improve its chances of being chosen.

G.722, AMR-WB, SILK-WB (16kHz), SILK-SWB (24kHz), and Opus-Full HD (48kHz) are wideband codecs. All other codecs are narrowband. When a wideband codec is used, data usage will be higher and audio quality will generally be better. When a narrowband codec is used, data usage may be lower but audio quality may be affected.

Data usage for the codecs with a fixed bit rate, from high to low usage, is: G.722, G.711, iLBC, GSM, G.729a. AMR-WB, SILK, and Opus have a variable bit rate; the data usage will fluctuate depending on the network conditions.

Video Codecs Selection



Drag the codec up or down to change its priority in the list. See below.

The screen lists the video codecs that can be used during a video call over Wi-Fi and a mobile network.

Novice and Non-technical Users

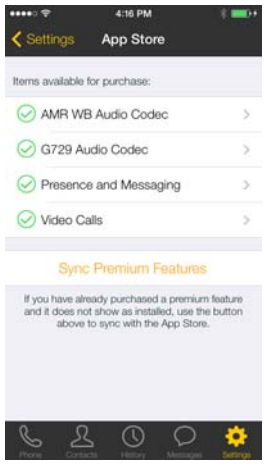
We recommend you enable all codecs and let Bria select the best codec to use in a given situation.

Technically Savvy Users

You may choose to enable one, some or all codecs. If only one codec is enabled, all calls will be made with that codec. If more than one is enabled, Bria negotiates the codec to use (from among the enabled codecs) with the other person.

You can prioritize codecs by dragging them up or down in the list. Codecs higher in the list are given a higher priority in the offer, when negotiating codecs with the other party. Therefore, moving a codec higher should improve its chances of being chosen.

5.4 Premium Features


4:16 PM
Settings
App Store
Items available for purchase:
AMR WB Audio Codec
G729 Audio Codec
Presence and Messaging
Video Calls
Sync Premium Features
If you have already purchased a premium feature and it does not show as installed, use the button above to sync with the App Store.

To purchase an item, tap the item. On the Product Detail screen, tap the price button to connect to the iTunes store. A confirmation prompt appears. Tap Cancel or Buy.

AMR-WB Audio Codec

Adaptive Multi-Rate wideband (AMR-WB) audio codec is a wideband codec that provides superior sound quality due to a wider speech bandwidth.

G.729 Audio Codec

G.729 is a narrowband codec that is intended for low bandwidth use. It is particularly recommended if you will be making calls over mobile data network (3G/4G/LTE) because it provides better audio quality on your mobile data connection.

Presence and Messaging

Presence and Messaging allows you to send instant messages to your buddies and share your online status (presence) with them. You can use this feature on XMPP accounts (such as Gmail or Facebook) and/or SIP accounts, depending on whether your VoIP service provider supports this feature for SIP SIMPLE. With SIP accounts, you can also send SMS to PSTN cell phone numbers if your VoIP service provider supports this feature.

After the purchase, the IM tab appears on the bottom of your Bria. See page 7 to set up this feature.

Video Calls

With this feature, you can make video calls to softphone numbers over Wi-Fi and mobile data network. The codecs H.264 and VP8 are supported. Make sure that your VoIP service provider supports video calls before the purchase. After the purchase, enable video on Preferences and on your SIP account. Then you will see an option to make video calls on the Contacts or History tab.

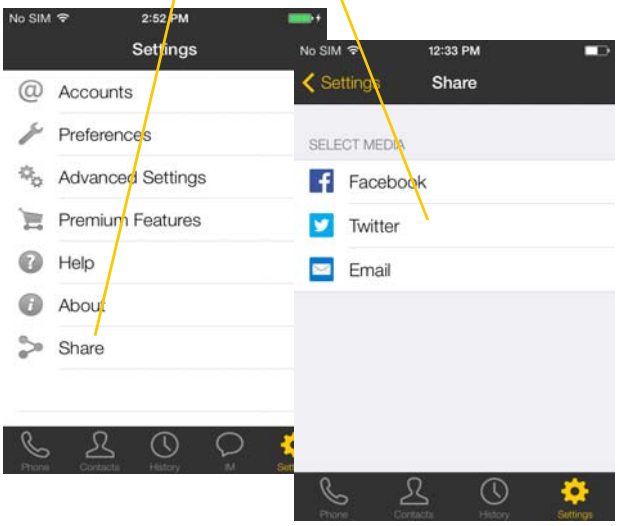
5.5 Share

You can easily share Bria via Facebook, Twitter, and Email.

1. On your iPhone, sign into Facebook/Twitter from the Settings app. You do not need to install the Facebook or Twitter app. As for Email, make sure your Email account has been set up on your iPhone.

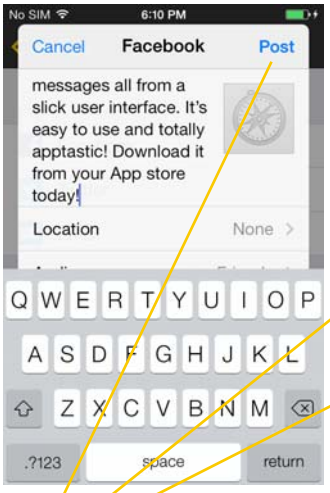
2. Open Bria, and tap the Settings tab.

Tap Settings > Share, then choose how you want to share.

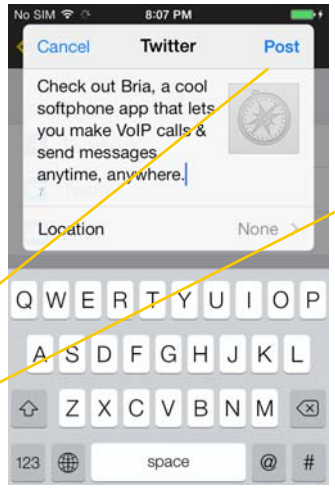


A draft message appears.

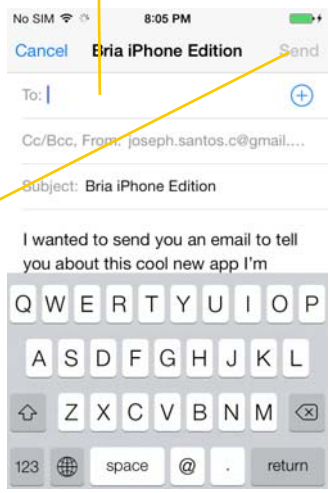
Facebook message. You can also choose audience and add location to the post.



Twitter message. You can also add location to the post.



Email. Choose who to send it to.



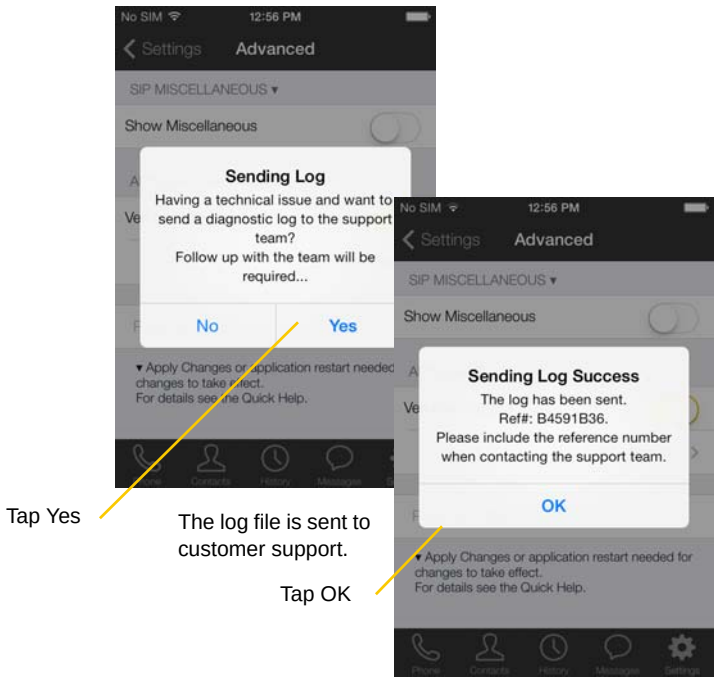
Tap Post/Send on the top right corner. Bria posts the message on your behalf.

A Troubleshooting

Using Bria Diagnostics

If you have a problem with Bria, customer support may ask you to turn on diagnostics to capture information.

1. Go to Settings > Advanced Settings. If Verbose Logging is OFF, turn it to ON and tap Apply Changes.
2. Reproduce the problem. When done, go to Settings > Advanced Settings again. Tap Send Log. A prompt appears.


No SIM
12:56 PM
Settings
Advanced
SIP MISCELLANEOUS
Show Miscellaneous
Sending Log
Having a technical issue and want to send a diagnostic log to the support team?
Follow up with the team will be required...
No
Yes
Tap Yes
The log file is sent to customer support.
Sending Log Success
The log has been sent.
Ref#: B4591B36.
Please include the reference number when contacting the support team.
OK
Tap OK
Apply Changes or application restart needed for changes to take effect.
For details see the Quick Help.

3. The description of the problem could include the following:
    - What you were doing when the problem occurred.
    - Your Apple device and model.
    - Any recent changes you have made to your setup of Bria.
    - Whether you are in your “home” Wi-Fi zone (your normal Wi-Fi zone) or a different Wi-Fi zone.
    - Whether you normally have mobile data (3G/4G/LTE) enabled on your device and in Bria.
4. When done, turn off Verbose Logging. Tap Apply Changes.

More Information

You can view Frequently Asked Questions at https://support.counterpath.com/knowledge-base/bria-iphone-ipad-edition.

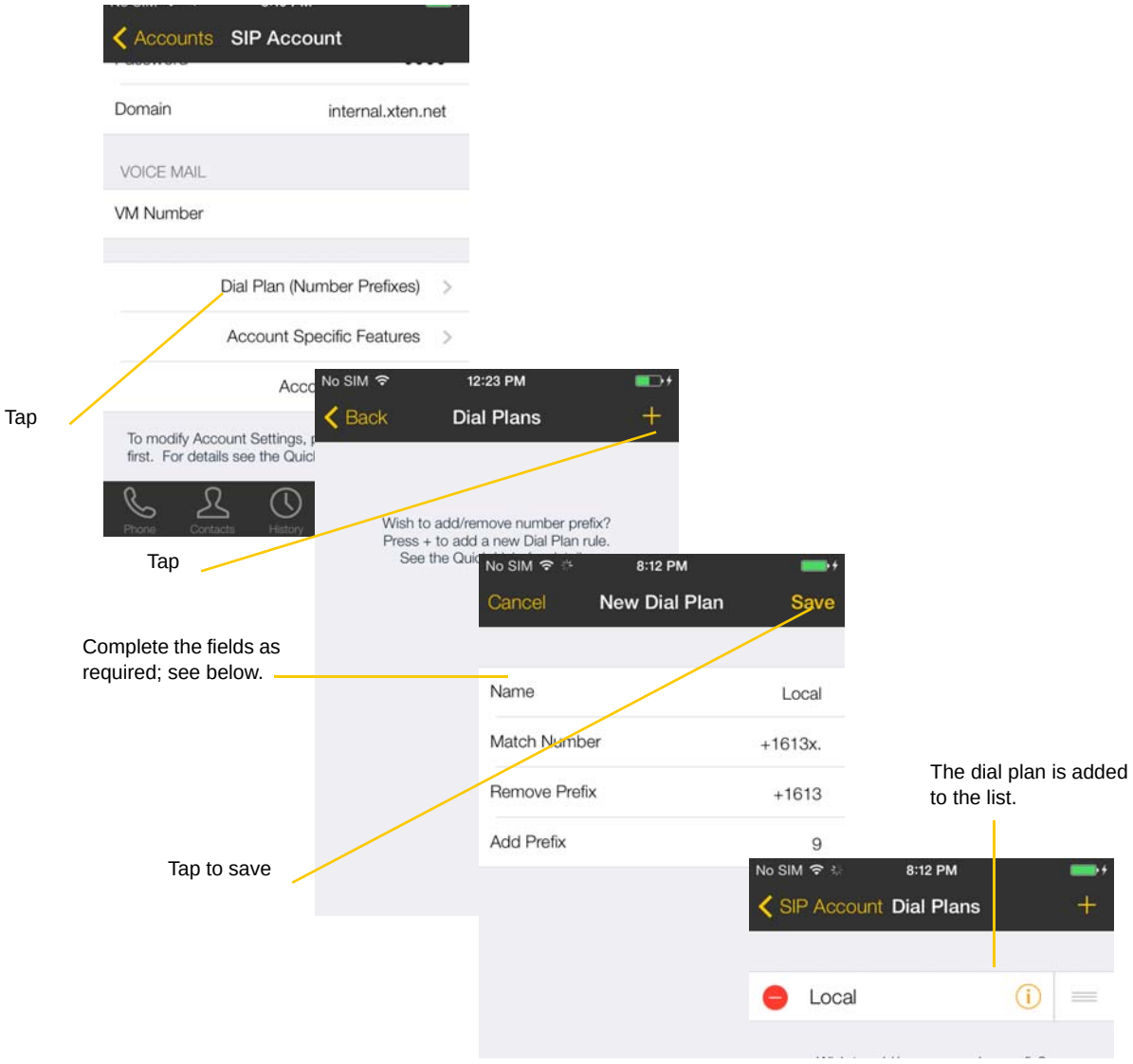
B Dial Plans

You can create a dial plan in order to modify a phone number used in a phone call (the “input”), in order to ensure the call is placed successfully. For example, you could create dial plan to change any number that starts with “+1613” to just “613”.

Setting up Dial Plans

You can create as many dial plans for an account as you need. A dial plan belongs only to one account. Bria goes through the dial plans in the order in which they appear on the screen. You can drag dial plans to change their order.

Go to Settings > Accounts > tap the account. Scroll down.



Designing the Dial Plan

A dial plan has two parts:

- A pattern that the phone number (the input) must match.
- The modification to make if the input matches that pattern: removing a prefix, adding a prefix, or removing one prefix and adding another one. Subsequence substitution is also supported.

Example 1

```
Match number: +1613x.           Remove Prefix: +1613        Add Prefix: 9
```

If the input starts with “+1613”, then remove the “+1613” then add “9” and dial the number. So +16135550012 is dialed as 95550012.

Example 2

```
Match number: [2-9]xxxxxxxxx    Add Prefix: 1
```

If the input is a 10-digit number starting with a number other than 1, then add “1” and dial the number. So 6045550012 is dialed as 16045550012.

The Pattern

The pattern can be made up of any combination of the following:

Element	Description
0 to 9	Any digit
x	A single wildcard
* # +	These symbols
[ ]	A collection that can include range. For example [6-9] means 6 7 8 9. Or [136-9] means 1 3 6 7 8 9.
.	Repeat the last element 0 or more times. For example, with the pattern “12.” the following input will match: 1 (The “2” is repeated zero times) 12 122 1222 and so on

The Modification

The modification can add or remove characters, and can be made up of digits, wildcards or symbols.

Advanced Dial Plan: Subsequence Substitution

The match pattern can include a sequence of numbers to match and another sequence to substitute for the match. This feature is useful if you want to convert a sequence within the input, not just add or remove a prefix.

The syntax is:

```
<input sequence : substitute sequence>
```

For example: <604:250> means change the sequence “604” to “250”.

The sequence substitution element can be combined with any other elements in the match pattern. For example:

+x.<604:250>x. would change match +**604**5551212 and +1613555**604**0 and in both cases change the “604” to “250”.

C Glossary

Bria call	A call made using the Bria screen. Compare to “native call”.
Codec	Codecs are programs in Bria involved in transmitting audio; each codec has different characteristics and therefore each works better in some situations than in others.
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
Home button	The button at the bottom of the iPhone or iPod touch.
IM	Instant Messaging. A technology that lets users send text messages for near instantaneous delivery and display on each others’ devices.
ICE	Interactive Connectivity Establishment. A method for traversing a firewall.
IP address	A unique number that identifies a device. Devices on a network use the IP address to communicate with each other.
IVR	Interactive Voice Response. IVRs use DTMF.
Media	The audio portion (and the video portion if any) of a call. Compare to “Signaling”.
Native call	A call made using the phone service that comes with the iPhone. Does not apply to the iPod touch.
Native phone service	The phone service that comes with the iPhone.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.
Presence	An instant messaging feature that allows users to share information about their online status.
Signaling	The information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.
SIP	Session Initiation Protocol. The signaling protocol followed by Bria for handling phone calls.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
softphone address	The address used to connect to a SIP endpoint. In other words, the “phone number” used in a VoIP phone call. For example, sip:joseph@domainA.com.
STUN	Simple Traversal of UDP through a firewall or NAT.
Wi-Fi call	A Bria call made over the Wi-Fi internet. To make a Wi-Fi call, you must be in a Wi-Fi zone.
XMPP account	An account that provides the user with the ability to send IMs and view other people’s presence.
3G/4G call	A Bria call that uses the mobile data network rather than the Wi-Fi network. If you start (or receive) a call with an iPhone when you are not in a Wi-Fi zone, the call will be a 3G/4G call. Not all supported devices support mobile data; see page 3.